VIRTUAL DOORMAN®

TECHNOLOGY OPENS ANOTHER DOOR™

Welcome Kit

Congratulations!

Your building is equipped with Virtual Doorman® — the unique system that offers the latest in technology to enhance the security and convenience of life in your building.

This Welcome Kit has been designed to provide you with information on your Virtual Doorman system and answers many frequently-asked questions.

Welcome to Virtual Doorman®

90% more efficient than humanly possible.

Virtual Doorman revolutionized building security by being the first to provide 24/7 doorman services remotely from an off-site command center. At 10% of the cost of a doorman, this amazing system effectively takes the "man" out of doorman. Virtual Doorman provides you with the same quality of service and efficiency, but at a fraction of the cost. The Virtual Doorman system was designed to remotely secure your building, greet visitors and provide access, accept deliveries, facilitate maintenance and service calls, and much more, offering you increased convenience, heightened security and peace of mind as well as the privacy you deserve. Our one-of-a-kind Web Portal™ further enhances the functionality and uniqueness of Virtual Doorman by offering you many added account management features and streamlining your communication with our command center and building management.

We are here to support you 24 hours a day, 7 days a week, 365 days a year. You can always contact us via our mobile app, or support email address at **support@virtualdoorman.com**, or through your Virtual Doorman Web Portal account. Please see inside for more details on our Interactive Web Portal!

Please go to www.virtualdoorman.com to set up your new account and customize your preferences. NOTE: Each individual in the household, including spouses and children that will be using the service, must register an account to be recognized in our system and receive packages. This way we can be sure that all packages and deliveries will be accepted and everyone is recognized in the system should they ever get locked out/forget their key and need access. Please keep in mind that once you register your account it takes 24-36 hours for activation.

We hope you thoroughly enjoy your new Virtual Doorman service, and we look forward to serving you in your new building.

Key functions

- Accepts and monitors package deliveries

- Provides access to authorized guests and visitors

- Tenant Lockout Protection

- Helps residents report building maintenance issues

- Assists building management

- Video footage lookup

- Includes our Interactive Web Portal for easy account management

Note: these are just some of our key functions. Other features and options are available and vary based on service level.

Virtual Doorman® Welcome App

**The new Virtual Doorman smartphone app has all the features*
our residents love — now with a new look! Packed with
performance enhancements for better speed and reliability.**

With the Welcome App, you can:

- Manage your packages and get notified of deliveries and delivery details
- Manage and add approved guests and vendors so Virtual Doorman can
  allow access while you're away
- Receive email notifications of guests and visitor arrivals
- Grant access and see who is at the door of your building
- View building cameras
- Unlock doors and even control elevators remotely
- Never get locked out of your building
- Access 24/7 Customer/resident support
- Submit property maintenance requests or suggestions directly through
  the app
- Order key fobs
- View helpful forms and documents
- View important emergency contact information for your property

*Features may vary based on your building's equipment service level selected.

Virtual Doorman®
"See Something, Say Something"

The first and most efficient "anti-piggy-backing" technology available to enhance your building's security.

The Welcome App makes it easy to quickly notify Virtual Doorman or building management of incidents that need to be addressed.

- Quick action icons for reporting common issues like piggy-backers, packages left out, vandalism, or suspicious persons at your building.
- Virtual Doorman's highly trained operators receive alerts and respond to issues within seconds.
- Gives residents peace of mind knowing Virtual Doorman is always there to address unwanted behavior at your building.
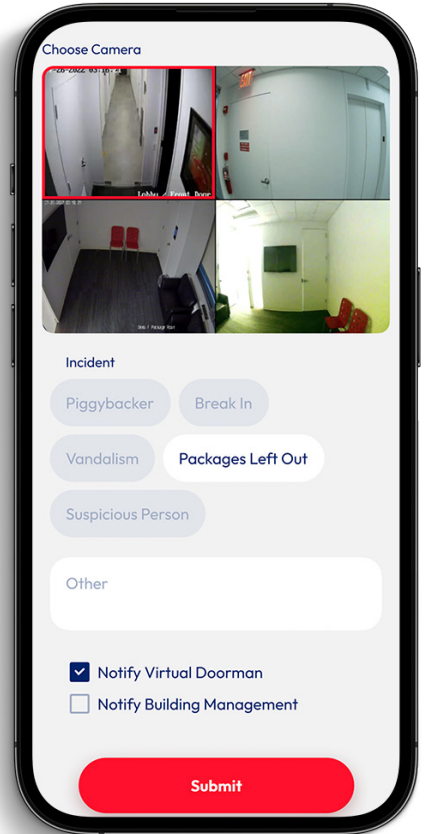
See something concerning on your building's cameras? Quickly send a snapshot and description right from your phone.

How Virtual Doorman® works with your building management

Virtual Doorman works hand-in-hand with building management to simplify their job and to increase your security and convenience while living in your building.

Managing access to your building by programming the access cards/key fobs that you and management use. You can activate and deactivate access cards/key fobs and set the times and doors where the cards can be used. (Example: A cleaning person works 7am-6pm, so there is no need to give that person 24 hour access to the premises. We would program their card to allow them access only during those hours.)

Providing professional video lookup/retrieval as needed for review by management and/or the authorities. We review access and video logs of those coming and going from the building at the request of management, thus increasing security by enabling you to receive timely images and video of incidents that need to be managed or controlled before they escalate.

Helping manage service providers/vendors by allowing instant and on-demand access for service and maintenance personnel (i.e. boiler maintenance, electrical meter readers, etc.). We can also verify the dates and times that a service technician was on site and what was done, thus insuring billing accuracy from your vendors.

Continuously monitoring performance of all equipment through our Health Monitor and Reboot controller ensuring the maximum amount of uptime.

Providing training and support of your entire security system including the Video Surveillance, Access Control, Intercoms and Virtual Doorman.

Assisting with key control and management. If your building has the electronic key safe, then we integrate the capabilities into our system. This enables residents to receive apartment access if and when they are locked out or enables a resident to allow access into their individual apartment at anytime from anywhere in the world.

> **We hope you thoroughly enjoy your new Virtual Doorman service, and we look forward to working with you, your neighbors and management.**

We are here to support you 24/7/365

You can always contact us via our support email address at **support@virtualdoorman.com**, our mobile app, or through your Virtual Doorman Web Portal account.

VIRTUAL DOORMAN®

TECHNOLOGY OPENS ANOTHER DOOR™

104 W. 40th Street
16th Floor
New York, NY 10018

212.400.6000
info@virtualdoorman.com
www.virtualdoorman.com