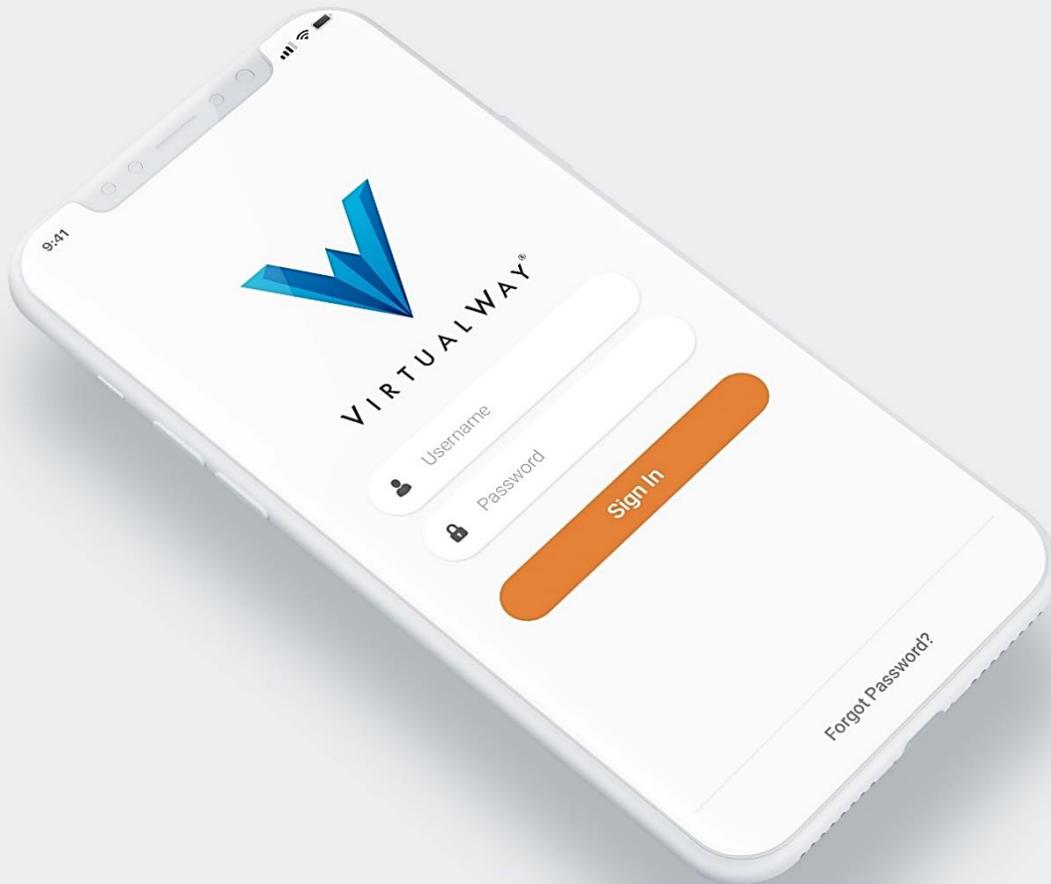




VIRTUALWAY®

How tos:
VirtualWay360 Mobile App
Residents Manual



Download VirtualWay360 App from your mobile App store



Contents

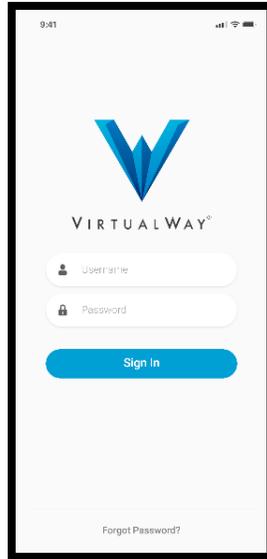
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Note: Some of the features are Exclusively with the use of Domik, VirtualWay's Smart Intercom System. For more information www.myvirtualway.com/domik

If you are an Android or an Apple user, some of the features below will look different on your mobile device.

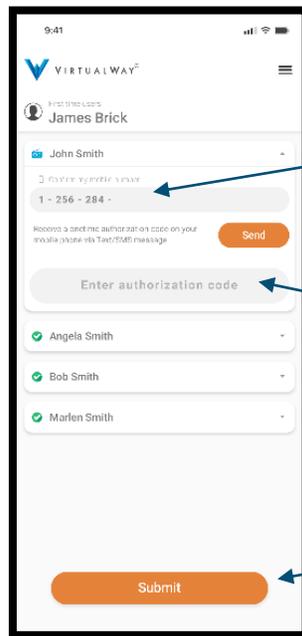
1. Sign-in

First time sign -in, enter the user name and password you created on www.myvirtualway.com website. If you forgot your password, enter your user name and click on” forgot password”.



2. User Verification

Click on your name confirm the last 4 digits of your mobile number. Enter the verification code you received in a text message. Click Submit.



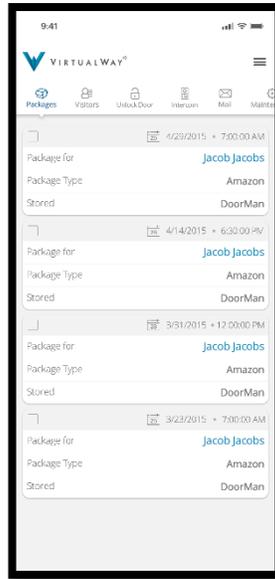
confirm the last 4 digits of your mobile number and press send

enter the verification code received in a text message

submit

3. Package Notifications

Here you will be able to view the date and the time of arrival, delivery company name and where the package is located.



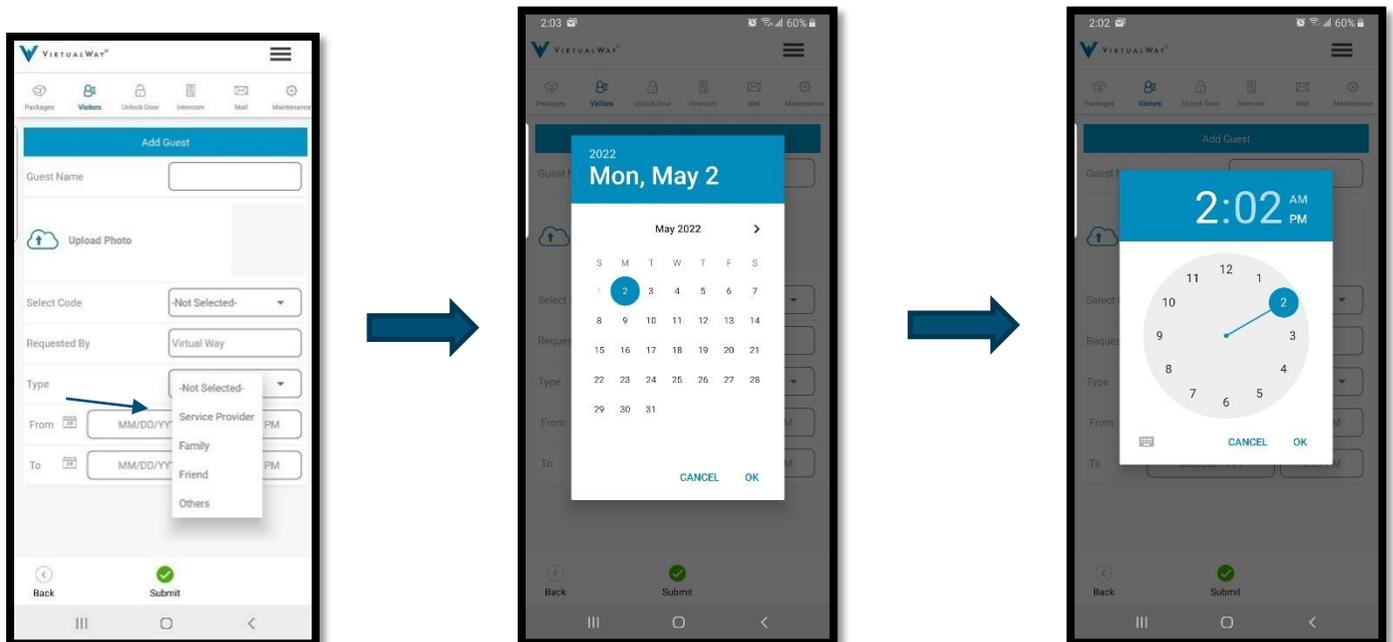
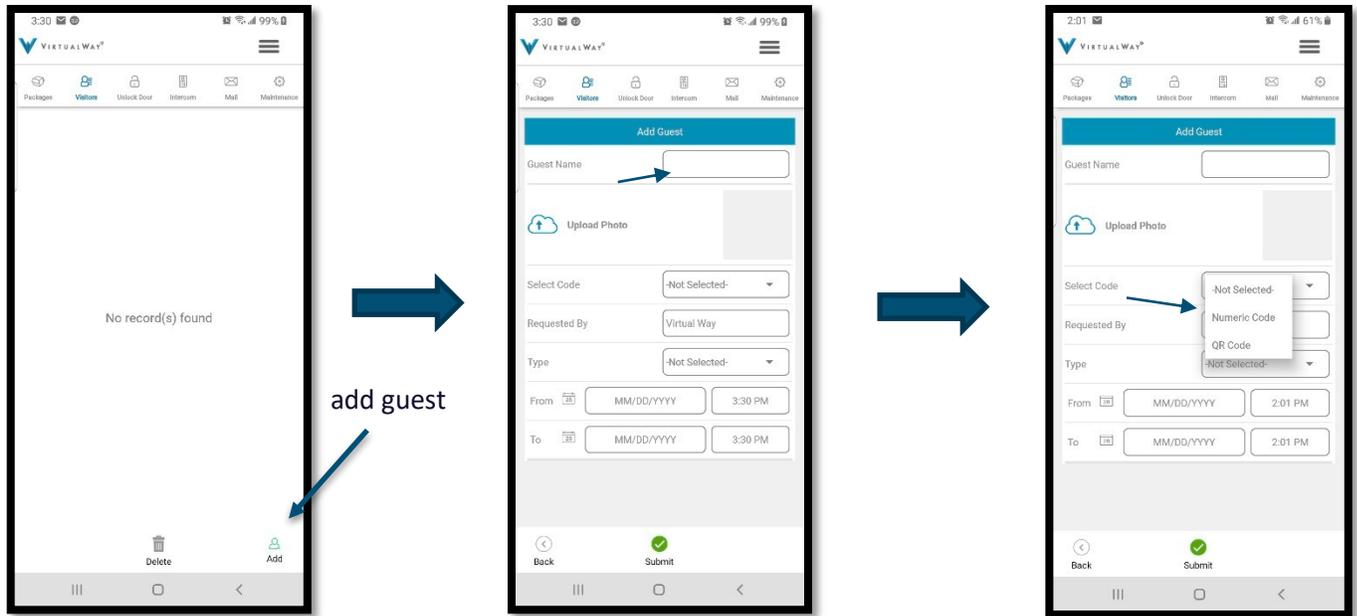
4. Visitors

1. View list of your visitors and service providers.
2. Create access permissions for your visitors which will automatically be displayed on your doormen's monitoring screen.
3. Send a virtual key to your visitors and service providers (QR or numeric codes) via email or text message.
4. Receive notifications when your visitors arrive.



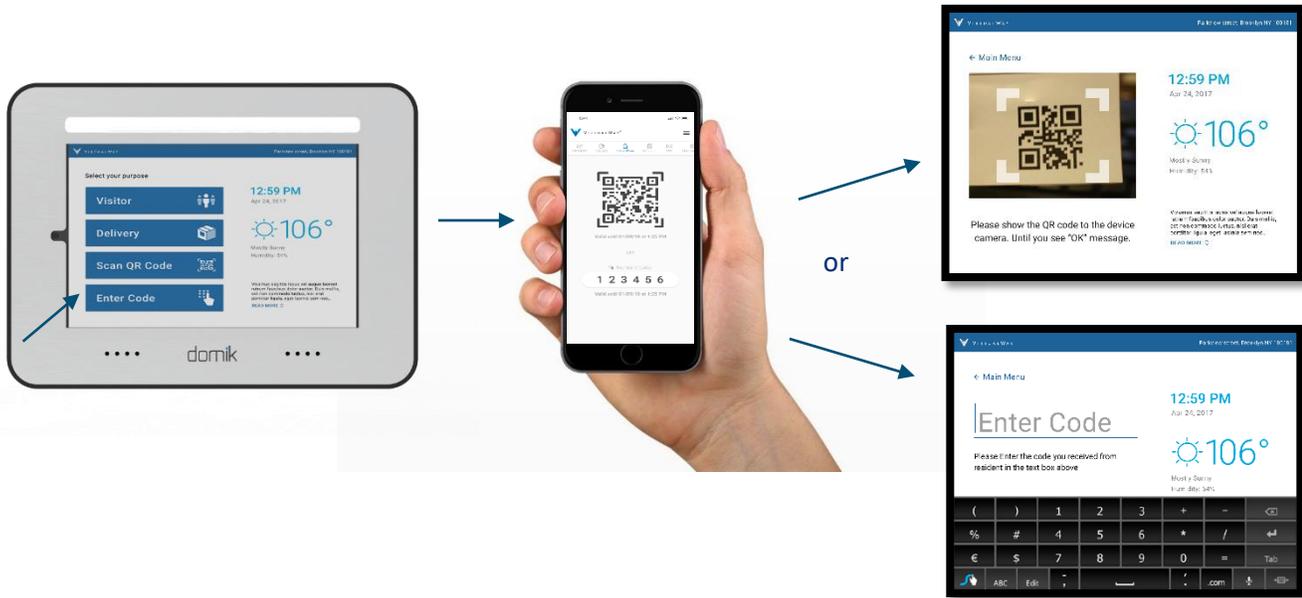
4.1 Visitors- create access permission

Press on the “Add” icon on the bottom right to display the “Add Guest” page. 2. Enter the “guest name” (you can upload your visitor’s photo if you’d like). 3. If your property is using Domik, select a QR or numeric code and send it to your visitor for easy access (QR code can be sent only via email while a numeric code can be sent either via email or text message). 4. Select the type of visitor. 5. Select date and time, you can provide access for an hour, a day or for the year, your choice. 6. Click Submit.



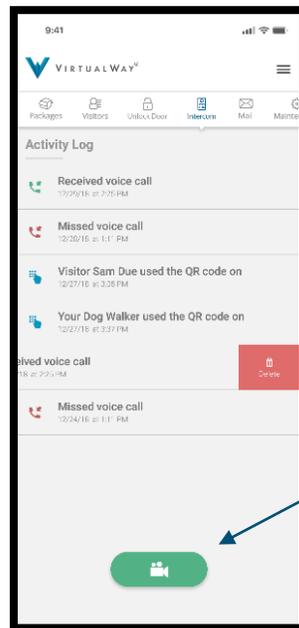
5. Unlock door

If your property is using Domik, you can use the “unlock door” feature which will allow you to enter the property using your mobile phone. When arriving home, either present the QR or numeric code on Domik’s screen. Note that the code is valid for 15 minutes only. Exclusively Domik’s feature.



6. Intercom

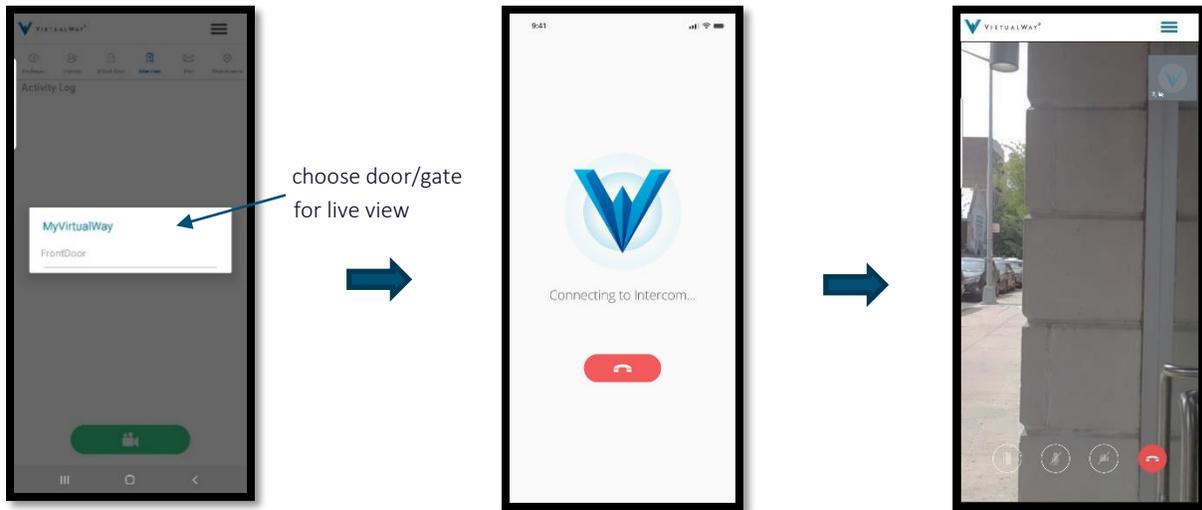
If your property is using Domik, you can use “intercom” feature allowing you to view your account activities (visitor arrival notifications, QR and numeric codes activities, video and audio calls). You can view your front door/s live video stream at real time and unlock the door or gate remotely. Exclusively Domik’s feature.



press for live view

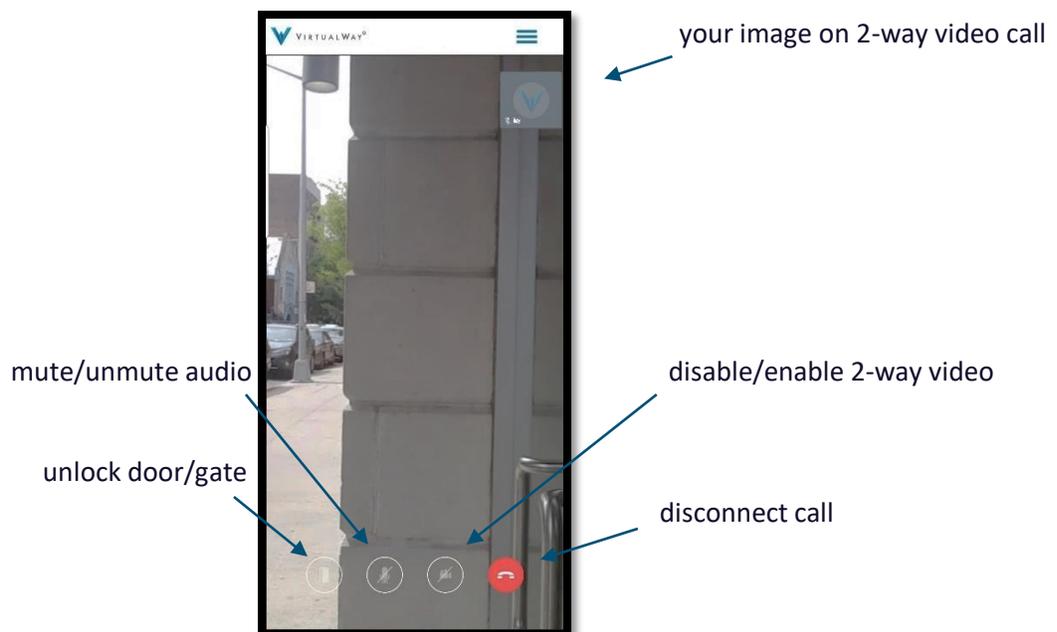
6.1 Intercom- live view

1. Press on the video icon on the bottom.
2. Choose the door you would like to live view to initiate a call.
3. While on a live call, you can release the door/gate and communicate with a visitor by pressing on the audio icon to un-mute the call. Exclusively Domik's feature.



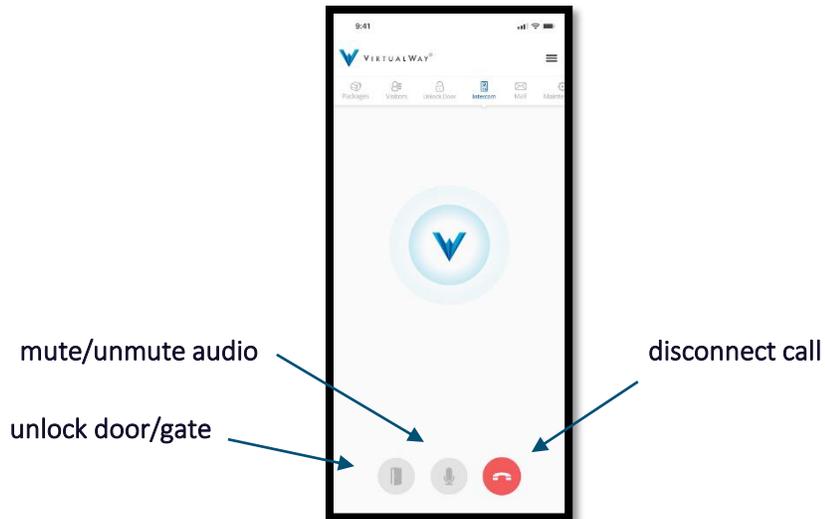
6.2 Intercom- receive video call

1. Receive video call and release the front door to your building or the gate to your community.
 2. Mute/unmute the video call audio.
 3. Disable/enable 2-way video display.
 4. Disconnect the call.
- Exclusively Domik's feature.



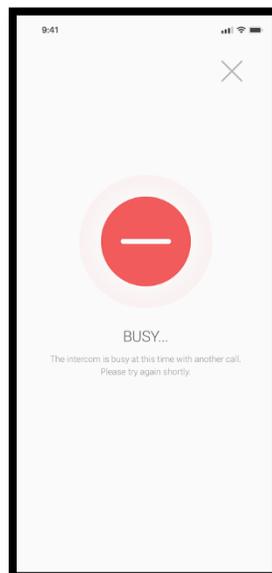
6.3 Intercom- receive audio call

1. Receive audio call and open the front door to your building or the gate to your community. 2. Mute/unmute the audio call. Exclusively Domik's feature.



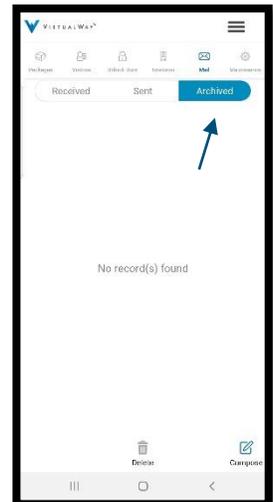
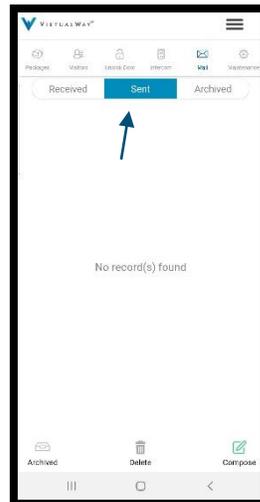
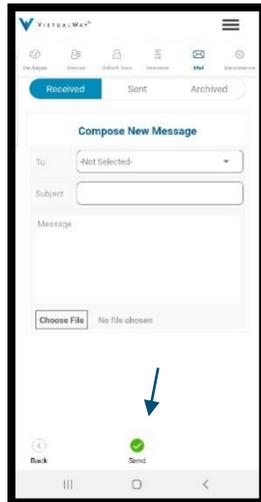
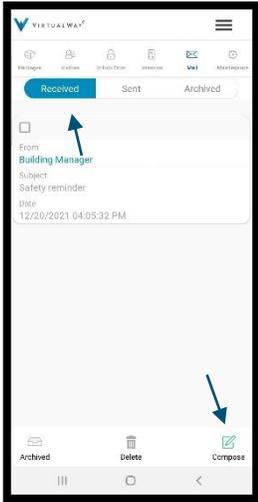
6.4 Intercom- busy

If you are trying to make a “spoo call” for a live camera view and you see this message, it means that there is another call-in place. Exclusively Domik's feature.



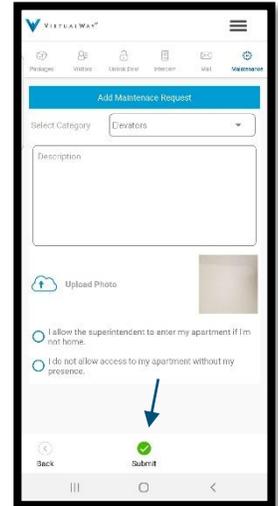
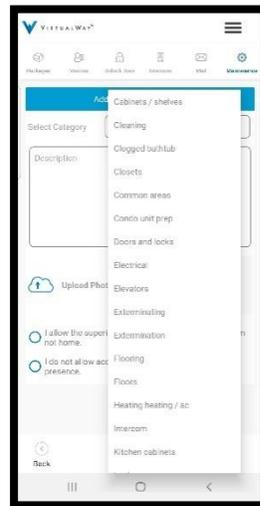
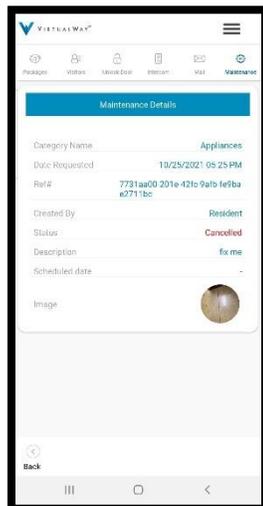
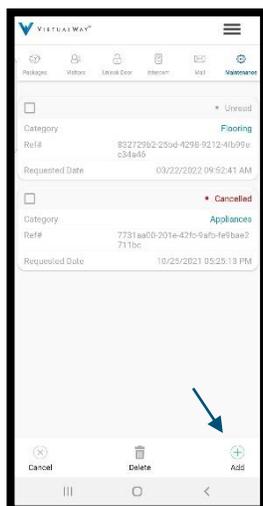
7 In-Mail

Here you are able to: **1.** Receive in-mail from your property manager, doorman or VirtualWay tech support. **2.** Send or reply to messages from your property manager, doorman or VirtualWay's tech support and attach a file if needed. **3.** Archive your in-mail or just delete it.



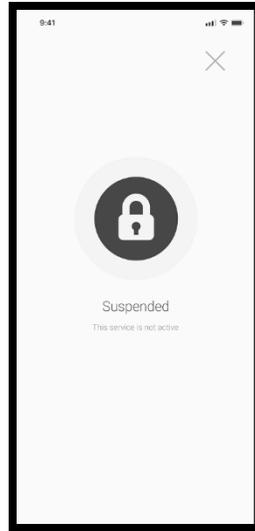
8 Maintenance

1. View status details of your current and past maintenance requests. **2.** Create and submit maintenance requests to your property manager. **3.** Upload or take a photo in real time and attach it to your maintenance request. **4.** Cancel your maintenance request.



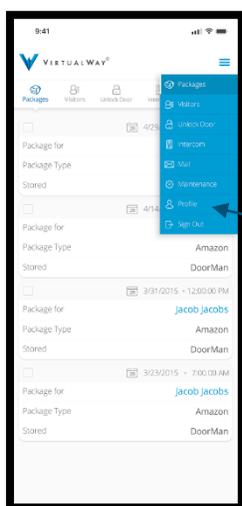
9. Service Suspended

VirtualWay suspended the service. Please contact your property manager for any updates.



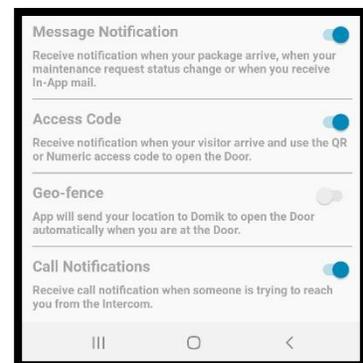
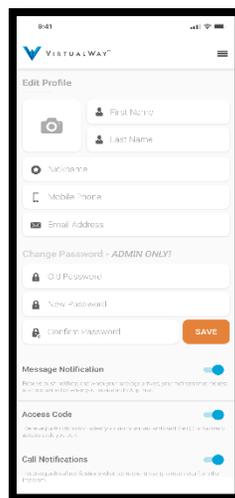
10. Edit profile

1. To edit your profile click on the menu tab and then profile. 2. You can edit your first and last name, create a nickname (if you like), update your mobile number and email. 3. You can change your password (only the apartment/house admin is able to change the password for all household members) 4. Enable or disable message notifications (when you receive a package, maintenance request update or in-mail communication letter from your manager) 5. Enable or disable access code notifications (get a notification when your friend or service provider arrived and used the QR or numeric code you sent earlier) Exclusively Domik's feature. 6. Enable/disable Geo-Location feature for hands free access to the property.



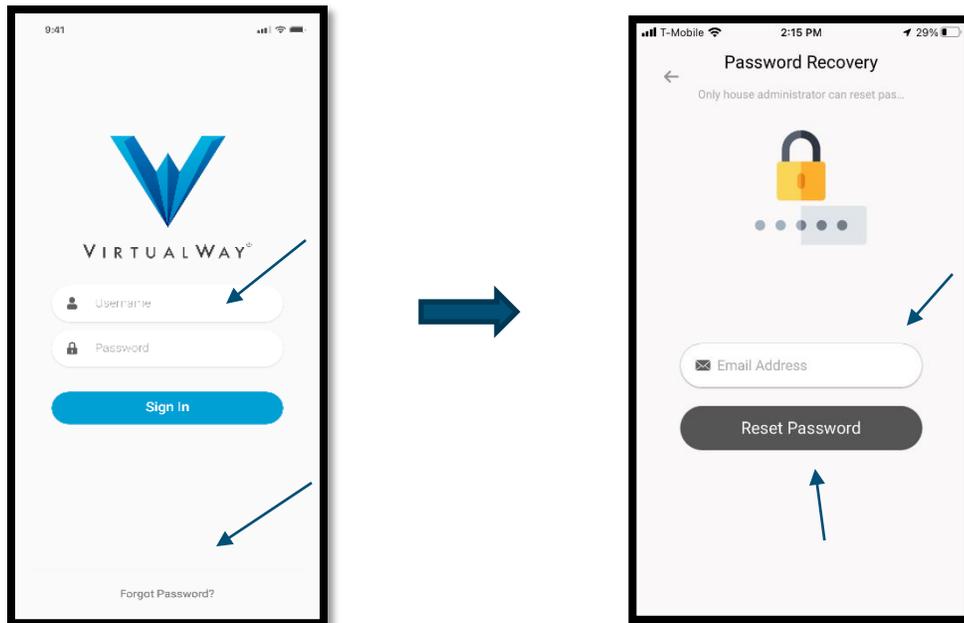
menu

profile



11. Password recovery

1. Enter your username and press on “forgot password”. 2. Enter the email address you registered with and reset your password. 3. Email notification will be sent with your log in credentials. Only the household administrator is able to recover the password.



If you have any questions, we're here to help but first check out our online resources on www.myvirtualway.com/support

For additional help, email us: info@myvirtualway.com

Or give us a call at: (+1) 212-981-4695

Thank You,
The VirtualWay Team

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