

Instructions for Combination Lock

10-Digit Access Code to Guest Suite

The access code for the door of your guest suite was sent to you by email. The code consists of 10 digits or more. To unlock the door, press the Access Code followed by the # key. **NOTE:** Your access code will not function before or after your rented time period. Ensure that you have everything from your guest suite before your stated check-out time.

Changing the 10-Digit Access Code to Guest Suite

If you wish, you are able to program a shorter access code for the lock to your guest suite during your stay. Choose a **NEW** code consisting of 4 to 5 digits. Follow these instructions:

Step 1: Hold the * key on the door keypad until green light is solid (about 2 seconds).

Step 2: While the green light is illuminated, enter the following digits:

Access Code followed by the # key

Your NEW Code followed by the # key.

This will have programmed your own code into the lock.

Step 3 (unlock the door): Enter Your NEW Code followed by the # key to unlock door.

Instructions for Security Box

The security box is located in the closet by the front door of the guest suite. The lock is pre-programmed with the 3-digit code that was sent to you by email in your Arrival Letter.

To open the door of the security box for the first time, press the three digit code on the keypad and then press the letter “A” to confirm. A “beep” will sound and the green light will illuminate. You now have 5 seconds to open the door.

If an incorrect code was entered, the door will not open. If an incorrect combination is entered 3 consecutive times, you must wait 20 seconds before re-entering the combination. If an incorrect combination is entered another 3 times, you must wait approximately 5 minutes before re-entering the combination.

You may change the combination of the lock, if you wish. Follow these steps:

- With the door of the security box opened, press the red button near the hinge on the back of the door.
- Release the red button. One “beep” will sound and the yellow light will illuminate.
- Enter your new combination (**3 to 8 digits**). Confirm this combination by pressing the letter “B”. If the combination is not entered and confirmed within 15 seconds, revert to the first step above and try again.

- IMPORTANT:** BEFORE SHUTTING THE DOOR, enter the new combination and press “A”. If the green light illuminates, then the new combination has been properly programmed. If the green light does not illuminate, revert to the first step above and try again.
- Write down your new combination.
- Close the security box door and turn the knob to lock.

Note: If the red light in the middle of the keypad illuminates when you open the door of the security box, please call your realTopia property manager to change the batteries.

WARNING: The security box is for convenience only and only provides a minimal level of security. Do not leave valuables in the box while your guest suite is unattended.

Other Codes

Internet Code

The network SSID and password were sent to you by email in your Arrival Letter.

TV Codes

Your TV may have some parent blocks and restrictions to Pay-Per-View. We are sorry, but we are unable to provide any of these security codes to you. You can use other forms of media to watch TV, such as NetFlix, DVD’s, and the provided cablevision channels.

NetFlix Codes

If your guest suite has an **Apple TV, Chromecast**, or other video box, then you may have access to our NetFlix account for watching TV shows and movies. If you have any difficulties with our Netflix password, please email us. You are also able to use your own Netflix account. If you have never subscribed to Netflix, a free monthly trial is usually available at www.netflix.com

Building Access

The remote control for the garage door and the black fobs for entering the building (and other amenities) are located on the kitchen counter. Please return all remotes, fobs, and parking passes to their container on the kitchen counter when checking out.

Intercom & Telephone Codes

Your unit does not have telephone service. If you need to grant access to invited guests, please meet them at the main entrance to the building. Remember, you are responsible for the conduct of all of your guests and anyone that you let into the building.