RentCafe Home IQ Hub Setup & Installation

1. Select the Hub location

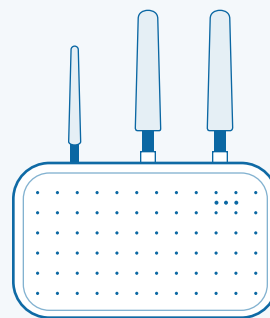The ideal location of the Hub is near a window and in an open place.

The Hub will work best placed within 10 to 20 ft (3-6m) from the smart devices.

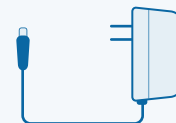The Hub must be plugged in to an uninterrupted 120V outlet.

Place the Hub out of the reach of children.

When possible, avoid placing the Hub near or inside a metallic enclosure.
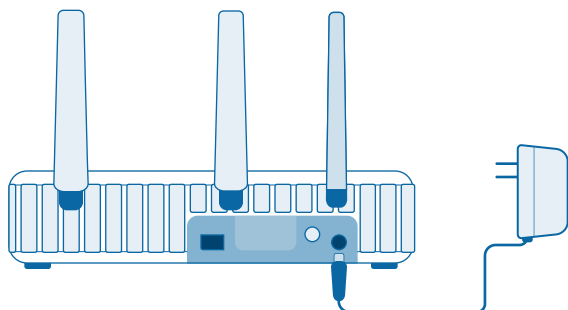
What's in the package

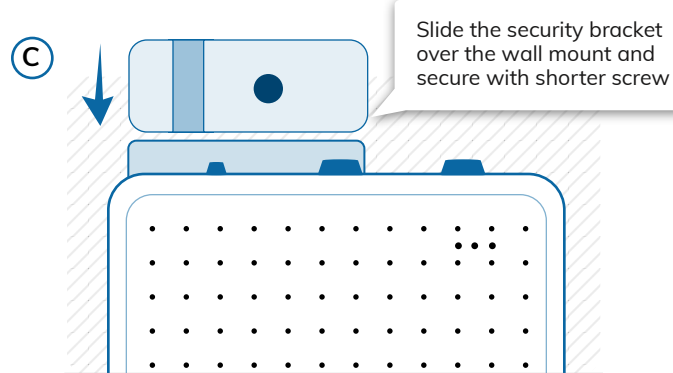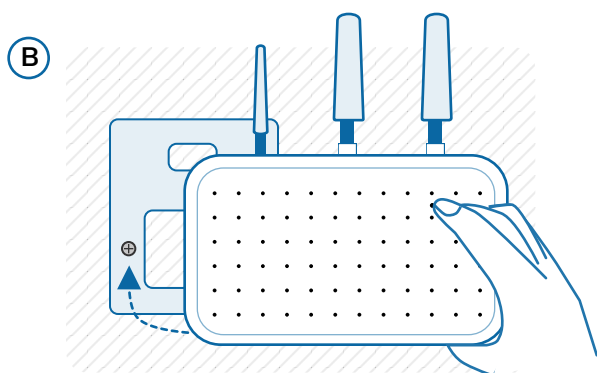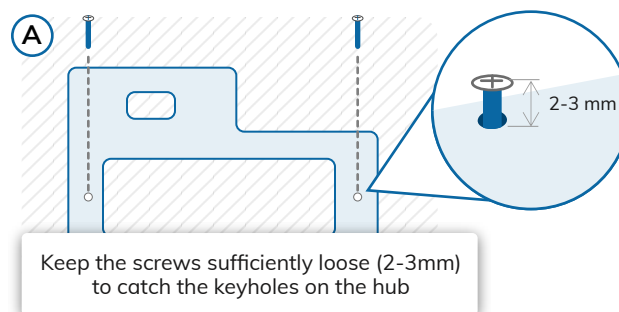Home IQ Hub (1)   Power Adapter (1)

3. Connect the power adapter to the Hub

4. Install the security bracket (Security brackets are provided in separate packaging. If you did not receive a security bracket, skip this step.)

A

2-3 mm

Keep the screws sufficiently loose (2-3mm) to catch the keyholes on the hub

B

C

Slide the security bracket over the wall mount and secure with shorter screw
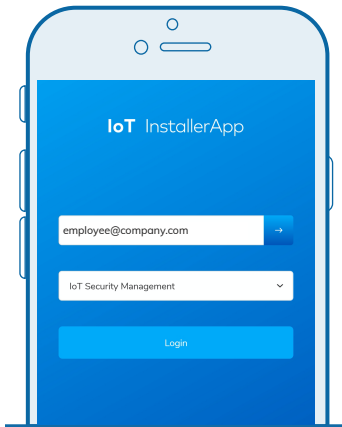
Registering the RentCafe Home IQ Hub

Download the **IoT Installer App**

To register the RentCafe Home IQ Hub and assign it to a specific unit at your property, you will need the **IoT Installer Application**, available in the App Store or Google Play.

Use your smartphone camera to scan the appropriate QR code to download the app.

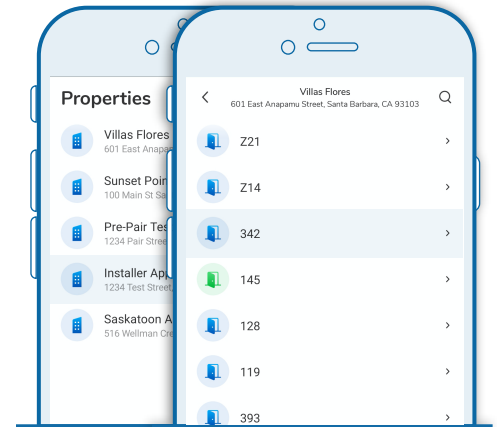Download on the **App Store**

GET IT ON **Google Play**

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1. Log in

IoT InstallerApp

employee@company.com →

IoT Security Management ▾

Login

Use your YardiOne credentials to log in

YARDI

YardiOne™

Username
employee@company.com

Password
••••••••••••••

☐ Remember me   Reset Password

LOGIN

Enter your password to log in

2. Select a property and unit

Properties

Villas Flores
601 East Anapa...

Sunset Poin...
100 Main St Sa...

Pre-Pair Tes...
1234 Pair Stree...

Installer App...
1234 Test Street...

Saskatoon A...
516 Wellman Cre...

< Villas Flores
601 East Anapamu Street, Santa Barbara, CA 93103 🔍

Z21 >
Z14 >
342 >
145 >
128 >
119 >
393 >

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3. Map the Hub to a unit

Back   Add Smart Hub

Connect Smart Hub
Use the Smart Hub's serial number located on the device.

Enter Serial Number →

—— or ——

Scan QR Code

Scan the QR code on the side of the Home IQ Hub

Back   Add Smart Hub

Smart Hub connected
...art Hub is connected to internet via Cellular

Use Ethernet

Continue using Cellular

Select "Continue using Cellular"

Frequently Asked Questions

What should I do if the Hub is having connectivity issues?
 - Move the Hub closer to your smart devices.
 - Move the Hub closer to a window and away from metallic objects or other electronics.
 - If the above steps do not resolve the connectivity issue, try restarting the Hub, using the reset
   button on the back of the Hub. Disconnecting and reconnecting the power adapter will also restart the Hub.
 - If you are using the community's Wi-Fi network and still experiencing problems, contact your
   RentCafe Home IQ Account Manager.

When I enter my email address on the company selection screen, the company list is empty or does not include the company I'm looking for.
Please contact your RentCafe Home IQ Account Manager to review your account setup.

When I enter my username and password, I receive an error message that says they are invalid.
Your username and password are unique to the company you selected.
Please ensure you are using the correct YardiOne credentials (username, password, company) for your company.

During login, I see a popup message that says "IoT Installer App wants to use <domain> to Sign In." Is this safe?
The IoT Installer App uses YardiOne single sign-on so that you can log in with common credentials.
Ensure that the domain name matches your company name.

I never received a password for my account with the company I'm trying to select.
Use the "Forgot Password" link and follow the steps to reset your password.
For security, passwords are not sent through email.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Exposure
This equipment complies with the FCC radiation exposure limits set forth for an uncontrolled environment. This equipment meets the requirements of 20cm or more from the human body. In accordance with the limits exposed in the RF Exposure Analysis. A minimum separation distance of 20cm must be between the product and the user.

Modifications
No user of this product shall make modifications not expressly approved by Yardi Systems Inc. or the user's authority to operate the equipment could be void.

External Antenna
No external antennas shall be replaced with another antenna type other than what was originally attached to the product. Any replacement of an external antenna shall render the product non-compliant with the FCC certification.

ISED

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RF Exposure
This equipment complies with the ISED radiation exposure limits set forth for an uncontrolled environment. This equipment meets the requirements of 20cm or more from the human body. In accordance with the limits exposed in the RF Exposure Analysis. A minimum separation distance of 20cm must be between the product and the user.

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