

Ambient Staff User Guide



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How to use this guide

Welcome to Ambient!

Whether you're starting from scratch or familiar with smart apartment platforms, this guide will help you get the most out of Ambient by providing you with practical insights into actions you can take weekly, monthly, and annually to keep things running smoothly.

We hope you find this guide helpful.

For questions, contact [Ambient support](mailto:support@ambient.com) ([1-833-760-2878](tel:1-833-760-2878)).



Unit turn procedures

Customize these steps for your community as details may vary based on device configuration and policies specific to your community.

Move-ins

Use this checklist at unit turn to monitor device health and learn what's most important to share with residents at move-in.

Devices

Confirm that the unit has the required devices. Each unit should have:

- A Level hub, including a connected ethernet and power cord. If the hub is missing, contact Ambient support for a new hub.
- A fully charged lock. **Tip:** If the lock is blinking red, batteries need to be changed.
- A resident move-in packet, including an Ambient flyer.

Add the resident to Ambient

If you have a PMS integration with Ambient, add the resident to the PMS. Note: Allow about one hour for the resident to sync and the Ambient invitation to be sent to the resident.

If you don't have a PMS integration with Ambient, add the resident using the Manager Dashboard.

Move-outs

To ensure that your resident move-outs go smoothly and that Ambient continues to run during unit turnover, follow these steps.

Devices

- Check that the Level hub is in the unit, including a connected ethernet and power cord
- Rekey the unit lock
- Reset the Level doorbell if applicable
- Reset the Nest thermostat if applicable
- If provided, check that the router is in the unit

Remove the resident from Ambient

If you use a PMS integration with Ambient, update the resident's end date in the PMS system. If you don't use a PMS integration with Ambient, remove the resident using the Manager Dashboard.

Property management systems (PMS)

Ambient makes inviting new residents easy through integrations with market-leading property management systems (PMS):

- Entrata
- RealPage
- ResMan
- Yardi

When a PMS is integrated with Ambient, residents are automatically added and removed from units in Ambient. Ambient syncs with the community's PMS every 30-60 minutes.

Note: If your community has recently changed ownership and/or management groups, please be sure to update your PMS integration information on the backend and [contact support](#) to allow for continued functionality.

For information on setting up your PMS integration, [read this help article](#).

Maintaining device & system health

Keeping Ambient's devices and systems ready for your community promotes happy residents, fewer support cases, and a functioning smart

Locks

Change your community's [smart lock batteries](#) every 4-6 months.

Tip: Because lock batteries and AC filters need to be changed every 4-6 months, try coordinating these tasks to save you time.

Ensure your community's locks stay aligned, and that the deadbolt fully extends. In extreme temperatures, sometimes locks can become misaligned and affect the performance of the lock and battery life.

Safety temperatures

Safety temperatures in units can be set to avoid extreme cold and heat that can damage units.

How it works:

Safety Temperatures allow you to set upper and lower temperature limits for all units, whether occupied or vacant, to ensure that temperatures never climb above or fall below the point where they may cause damage.

If the temperature falls above or below the set temperature limit, Ambient will automatically adjust the thermostat mode.

Vacant unit automations

Once a day, Ambient runs an automated vacant unit routine. These automations reduce costs and energy use, and simplifies resident move-ins and move-outs.

With vacant unit automations, you can:

- Lock doors
- Turn off lights
- Adjust the thermostat

Vacant unit alerts in the Manager Dashboard notify you when motion is detected every 15 minutes. These alerts remain on the Manager Dashboard feed even after motion is no longer detected.

Amenity hours

Amenity hours changing for the season? Learn how to [add, remove, and edit a resident access to common areas and amenities](#) through the Manager Dashboard.

Maintaining device & system health

Leak sensors

If your community has leak sensors installed, check each leak sensor at unit turn or on a yearly basis to ensure that the sensor is properly positioned and that batteries are charged. You will be notified via the Manager Dashboard and email if a leak sensor goes off.

Tip: Installing a leak sensor close to the drier in a laundry room may set off an alert.

To reset a triggered sensor:

- Touch the prongs with the palm of your hand. This will cause the sensor to revert from a wet to dry state.
- Replace the batteries
- Contact support if the issue persists

Community alerts

Alerts live on the homepage of the Ambient Manager Dashboard. Check the dashboard for the latest information on building access, leak and contact sensor information, and more.

Community calendar

Use this calendar to plan maintenance on your community, along with community events and tasks vital to keeping your community on track.

Weekly: Tuesdays, Thursdays

- Check community alerts on the Manager Dashboard

Monthly: June, November

- Change unit lock batteries
- Change A/C filters
- Check vacant unit automation settings
- Host a community event

Yearly: January

- Check leak sensors

Year-round

- Initiate resident unit turn procedures

