

Overview

Latch is an access control system that integrates door hardware and app-based software into a simple and user-friendly interface. You can choose to lock and unlock your door using your phone or a doorcode, you can share access with family, friends, or service providers, and you can easily track activity to see who is coming and going.

At Aura, Latch provides access to each individual residence as well as the building and the parking garage.

This document provides a summary of the system and some basic instructions. You can also visit www.latch.com to learn more about [living in a Latch residence](#).

Getting Started

Step One: Set up your account

To be set up with Latch, you will need to share your preferred email address and cell phone number with the project's HOA Manager - Snowmass Mountain Lodging.

To do so, please contact Rob Leisure RLeisure@eastwest.com

SML will invite you to Latch; once they do, you will receive an email that will guide you in creating your password and finish setting up your Latch account. Please check your spam or junk folder if you do not receive the email invitation.

Step Two: Create your Latch account






Within the Welcome Email from Latch, there is a link that directs you to create your Latch account and then to download and log into the Latch App.

Step Three: Unlock

Choose your preferred way to unlock your door; see the options below.

How to Unlock:

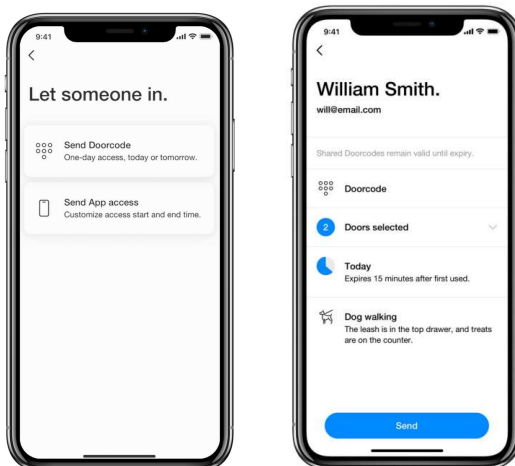
Owners can unlock in several ways:

<p style="text-align: center;">Unlock with the iOS App</p>  <p>Once the Latch app is installed, hold the phone within 1" of the Latch device and it will automatically find and unlock the right door. Alternatively, swipe up to your Door List and tap the Door you want to unlock.</p>	<p style="text-align: center;">Unlock with the Android App</p>  <p>Once the Latch app is installed, ensure that NFC is enabled within your phone and Latch App settings. Hold the phone within 1" of the Latch device to unlock. You do not need to unlock your phone, but make sure that your device is awake.</p>	<p style="text-align: center;">Unlock with Apple Watch</p>  <p>Open the app on your Apple Watch and hold your wrist to the Latch device. It will automatically unlock. You can also scroll down in the app to quickly access your personal doorcodes.</p>
<p style="text-align: center;">Unlock with a Doorcode</p>  <p>Doorcodes are seven-digit codes that owners will have and that is unique to you and your Latch devices. Find your Doorcodes in the left menu of the Latch App. To use, tap the center of the black Latch Lens on the device and enter your Doorcode. For security reasons, do not share this code. This is essentially your master key. Currently, you cannot change your Doorcodes but if you think they've been compromised, please contact support@latch.com to have your code reset.</p>	<p style="text-align: center;">Unlock with a Keycard</p>  <p>The HOA Manager will issue one keycard per residence upon request. If your keycard is lost or stolen please notify the HOA Manager so they can deactivate the card and ensure it no longer works.</p>	

How to Let Someone In

You will use the Latch App to provide access to your residence to any of your personal guests, vendors, and renters (*note: if you are in the Snowmass Mountain Lodging rental management program, they will manage access for you, but otherwise the HOA cannot provide vendor access into your residence*).

- For guests who are dropping in for a moment, you can “Let Someone In” by giving them a 15 Minute Doorcode.
- If you have a service person who you’re expecting to come by for a full day of home repairs, use the Single Day Doorcode. Send them Doorcodes via text or email.
- For longer term access, invite your guests to download the Latch App. By sharing the Latch App, you can give custom access start and end times. As an owner, you can set a schedule you’re your own app. You will be able to provide access to your individual residence through the app, and also to the common area doors so that your guests can get into the building and the residence.



Cameras

The Aura Latch devices have a camera that takes photos in specific situations while preserving your privacy, so you can check who entered or attempted to enter your space.



Troubleshooting

Issues Unlocking from the App. If you are having trouble performing an unlock or are seeing a Bluetooth error when attempting an unlock with the Latch App, please attempt the below troubleshooting steps below to see if they resolve the issue:

1. Delete the Latch App from your phone.
2. Power down your phone for 30-40 seconds (This will clear the iOS device's Bluetooth cache, Android cache needs to be cleared through a separate set of sets).
3. Restart your device and re-download the latest versions of the Latch app from the App Store or Google Play Store.
4. Login to the Latch App.
5. Ensure your phone's Bluetooth and the Latch App Bluetooth settings are both on.
6. Attempt a manual Update with the Latch App followed by a Latch App unlock again."

Trouble entering Doorcodes.

If the Latch device's numeric LEDs flash after you enter the Doorcode, it means that the Doorcode is not valid for that Latch device. Try one of the following:

1. Ensure you are entering the correct Doorcode. Check your app under My Doorcodes or if you received a Doorcode from your host, check the Latch email or text that was sent to you.
2. Enter each subsequent digit within five seconds. The Latch device will timeout and erase your entry if you do not enter a digit after five seconds. This is to ensure that if you get one wrong, you can try again. Tap the digit with the pad of your finger to ensure the Latch Lens registers your finger. Sometimes small fingers or the tip of your fingers do not register on the Latch Lens.
3. Ensure one of the circular status LEDs light up every time you input a digit. If a status LED does not light up after you input a digit, it means your finger was not detected. After entering all seven digits, the circular status LEDs should make a full circle.
4. Update the Latch device.

If the numeric LEDs are not lighting up when I touch the Latch Lens:

1. Ensure you are tapping the center of the Latch Lens to wake it up.
2. Tap with the pad of your finger to ensure the Latch Lens registers your finger. Sometimes small fingers or the tip of your fingers do not register on the Latch Lens.