

# VIZpin SMART User Guide

YOUR PHONE IS YOUR KEY

POWERED BY  
**vizpin**

## 1 DOWNLOAD & INSTALL

1. Visit the Google Play Store or iTunes App Store on your phone
  2. Search for "VIZpin SMART"
  3. Select and download the VIZpin SMART app
- \* You can also use your browser to find the direct link listing at [VIZpin.com](http://VIZpin.com) and download

## 2 REGISTER

1. Open the VIZpin SMART app
2. Tap "New User?"
3. Complete all registration fields. The phone number used must be the one for this specific phone
4. You will receive an SMS with a security code after registration is complete
5. Enter the security code in the VIZpin SMART app
6. Enter the Location ID if provided by the Building Manager, otherwise tap "Continue"  
Your Location ID is B3D-B9X
7. Proceed to login using the phone number and password entered during registration
8. Tap "Allow" for the permission requests when prompted

## 3 GET KEYS

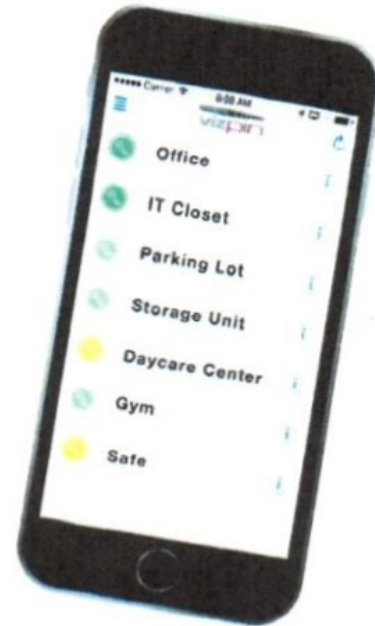
1. The Building Manager must grant you access to the site
2. After access has been granted, tap the grey key to retrieve your VIZpin keys (mobile or WiFi internet connection required)

## 4 USE VIZpin SMART APP

1. Login and tap the appropriate key to trigger the VIZpin reader and unlock

## 5 KEY DETAILS

- Bluetooth must be enabled to use the VIZpin SMART app
- Understanding VIZpin Keys:
  - Only green keys can be used to trigger VIZpin readers
  - Red keys have expired and need to be refreshed by tapping the circle arrow icon in the upper right
  - Yellow keys are valid but currently not within the scheduled access hours (This key will change to green at the appropriate time)
- The VIZpin SMART app will indicate which readers are nearby as you walk in- and out-of-range:
  - Highlighted keys indicate the reader is in range
  - Dim keys indicate the reader is out of range



## GENERAL TROUBLESHOOTING

If you're having problems with the app, try these common solutions first:

- Refresh the VIZpin SMART app
- Disable and re-enable your phone's Bluetooth radio
- Close the VIZpin SMART app and all other apps that are running on your phone (including background apps in your recent app list)
- Reboot your phone
- Disable the Bluetooth Smart feature in the app's settings (Android only)

## FORGOT YOUR VIZpin SMART PASSWORD?

1. On the VIZpin SMART login screen, tap "Forgot Password"
2. VIZpin will send an SMS that contains a security code
3. Enter the security code in the VIZpin SMART app
4. Enter your new password in the "New Password" and "Confirm Password" fields
5. Tap "Change Password" and login your new password

**Contact your Building Manager  
for any questions**