

IOTAS New User FAQ

What is IOTAS?

IOTAS is a home automation platform that integrates hardware (switches, outlets, thermostats, and sensors) with software (the IOTAS app)

Where is IOTAS?

Our headquarters is in Portland, Oregon, and our smart apartments are all across the country. Check out our website to see current and upcoming locations.

What does the name IOTAS mean?

Internet Of Things As a Service

What is the Internet of Things?

The Internet of Things, or IoT, is a network of interconnected devices that are embedded with sensors, software, and network connectivity that enables them to send and receive data and respond to commands.

What is home automation?

Home automation is the use of a system to control the functions of a home, such as lights and heating. IOTAS uses the Internet of Things to create your home automation environment (your smart apartment).

What if I don't want a smart apartment?

If you'd rather not use IOTAS technology, you don't have to. Simply use your switches, outlets, and thermostats normally and they'll work just fine even if you never download the app or create an IOTAS account.

What does the app do?

The IOTAS Home app connects you with your smart apartment. It serves as the remote control for your lights, outlets, and thermostat, and it's where you can customise your Smart Stories™. You can find the app on the Apple App Store, Google Play, and online at my.iotashome.com.

What are Smart Stories™?

Smart Stories™ put the automation in home automation. If you like being able to turn off your lights with your phone when you leave home, you will also love having them turn off automatically. This is one example of virtually unlimited possibilities - you can activate, customize, and create your own Smart Stories™ by opening the menu in the IOTAS Home app and tapping Smart Stories™.

Voice control?

You can connect Alexa to your smart home by asking Alexa to add the IOTAS Home Skill.

What's a hub?

The hub is the device that communicates with and controls all the devices and sensors in your apartment. It's also connected to the internet, which is what allows you to take control of your home from anywhere in the world.

Are you collecting my data?

Yes. And we will never sell it to anybody or use it for anything other than improving your IOTAS experience without your explicit permission.

How do you protect my data and my privacy?

We are working with our partner, Tozny, on a grant from the National Institute of Standards and Technology to create secure personal data storage that will provide you with sole control over your own data.

Are there cameras in my apartment?

Not unless you put them there.

What if I have more than one person living in my apartment?

No problem. You can invite a new user to control your home from the menu in the IOTAS Home app.

What happens if the internet goes out?

Without an active internet connection you will not be able to control your apartment using the app, but your switches, outlets, and thermostat will still work by touching them with your hands (just like the cavemen used to). Some Smart Stories™ will continue to function without an internet connection, but you will not be able to adjust their settings until the internet is restored.

What happens if the power goes out?

If the power goes out, so does IOTAS. The good news is when the power comes back, so does IOTAS (although it may take a few minutes for the system to completely come back online).

What happens when I move out?

Your profile is attached to you, not to your apartment. When you move out, your apartment will reset to be a blank canvas for the next lucky inhabitant. We hope you move into another IOTAS enabled apartment, and when you do, your preferences and Smart Stories™ will follow you to your new home.

What if I still have questions?

If you have any questions or concerns, or if you are experiencing a problem with your IOTAS app or smart home, please don't hesitate to contact us. We are always happy to help!

564-MY-IOTAS (Monday - Friday, 9am - 5pm Pacific Time)

support@iotashome.com

www.iotashome.com