

## FREQUENTLY ASKED QUESTIONS (FAQ)

### **Q: When will my old fob stop working?**

A: Old HykVision fobs will stop working after Friday, August 22, 2025. **New fobs will not work until this date – it is advised to carry both fobs during the day on August 22, 2025 as the changeover will happen at some point before close of business.**

### **Q: What if I miss the pickup times?**

A: You can still collect your devices at the Fort Management office during business hours after the scheduled pickup dates, but you must do so before August 22, 2025, to avoid being locked out.

### **Q: What happens if I lose my new fob or remote?**

A: Contact Fort Management immediately to have your device inactivated. You can then purchase a replacement. Fees apply: \$75 + GST per fob, \$125 + GST per remote.

### **Q: How will this affect my visitors or deliveries?**

A: During locked hours, you will need to meet visitors at the door. Delivery drivers and couriers will not have access through the intercom unless they have a fob.

### **Q: What if my new fob or remote doesn't work?**

A: Contact Fort Management at 780-743-4295 during business hours, or use the after-hours number for emergencies.

### **Q: What if I have mobility issues or can't attend in person?**

A: Contact Fort Management to arrange an alternative pickup method.

### **Q: I currently have multiple FOBs/remotes. Will they all be replaced for free?**

A: No. Each unit receives one FOB and one remote at no cost. Additional devices must be purchased.

### **Q: Why is the number of free devices limited?**

A: To keep costs fair and consistent for all owners. This upgrade is funded by the Corporation and benefits everyone's security.

### **Q: Can I keep my old HykVision fob as a backup?**

A: No. Old fobs will stop working after August 22, 2025, and cannot be reactivated.

**Q: Can the garage remote be programmed to my vehicle's built-in garage door button?**

A: No. These devices work only with the Micron access system and must be used as provided.

**Q: Will the new fob work at all entrances and the garage?**

A: Yes. The new fob will work at all building entrances and interior doors where fob readers are installed.

**Q: Can the garage remote be used to open pedestrian doors?**

A: Yes. The garage remote also functions as a door fob for pedestrian entrances.

**Q: What if my tenant moves out?**

A: All fobs/remotes issued to the unit should be collected from the tenant. You are responsible for replacing lost devices at your cost.

**Q: What if my fob/remote stops working suddenly?**

A: Contact Fort Management. We will troubleshoot and, if necessary, replace the device. If the failure is due to damage or misuse, replacement fees will apply.

**Q: Are the new devices waterproof?**

A: They are water-resistant but not fully waterproof. Avoid submerging or exposing them to excessive moisture to prevent damage.

**Q: Will the intercom system change?**

A: No. The intercom functions as before, except that during locked hours, it is accessible only to those with a valid fob.

**Q: How will emergency services (fire, police, ambulance) access the building?**

A: Emergency services have been provided with access through the new system.