

# Ezlo Property

## Full Property Management Platform

The all-in-one platform for property managers to manage properties, tenants, tours, bookings, smart locks, maintenance, and automations — all from a single dashboard.

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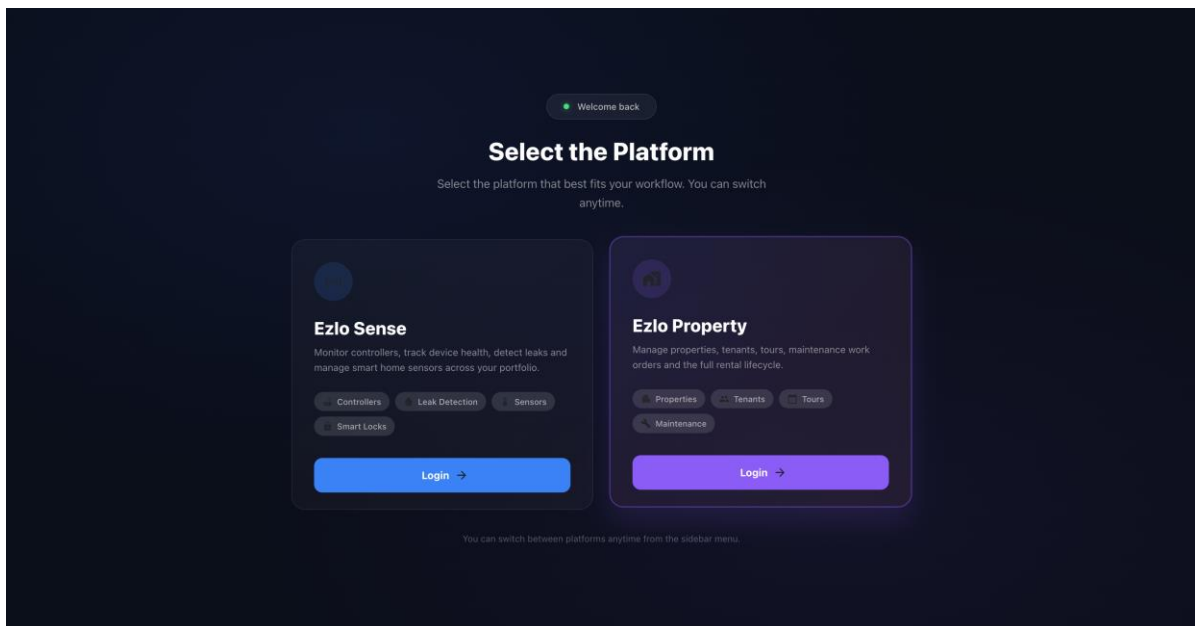
# 1. Getting Started

## 1.1 Create Your Account

Sign up at [property.ezlo.com](https://property.ezlo.com) with your name, email, and a secure password. A 30-day free trial is included — no credit card required.

## 1.2 Choose Your Platform

After logging in you'll see the platform selector. Pick Ezlo Property to access the full property management suite — properties, tenants, tours, maintenance, and smart home control. Or choose Ezlo Sense if you only need device monitoring. You can switch between them anytime from the sidebar.

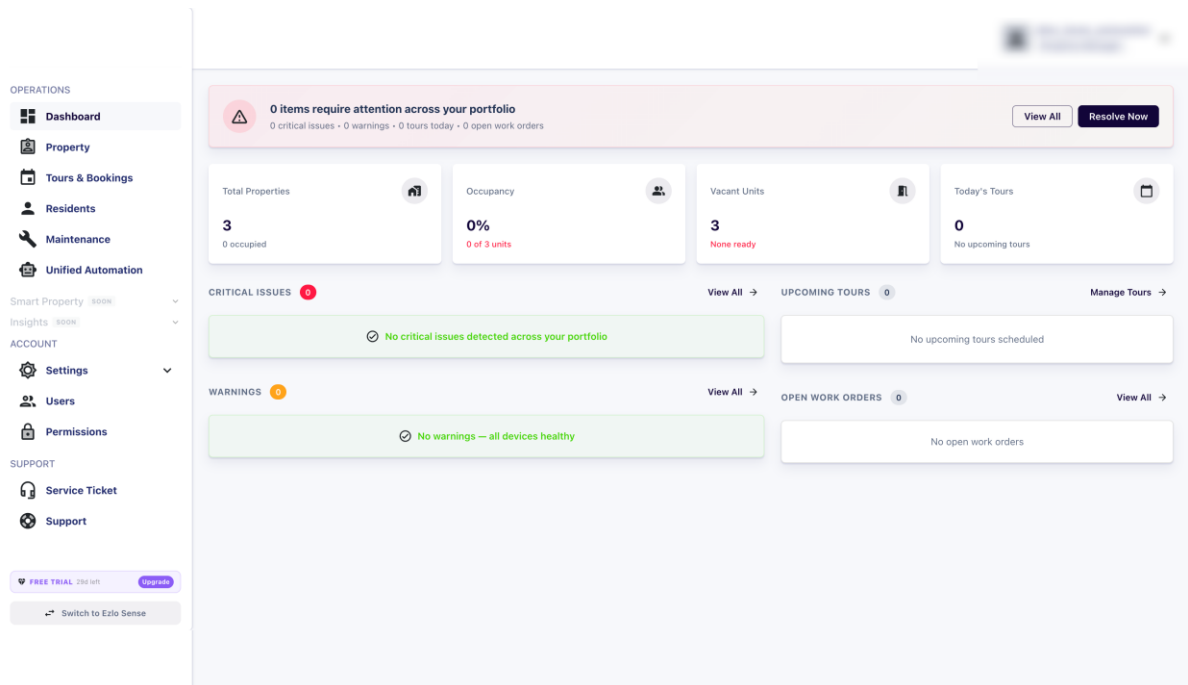


**NOTE:** *Ezlo Sense is focused on controller monitoring and sensor health. Ezlo Property adds the full rental lifecycle — property profiles, tenant management, tour scheduling, booking integrations, and per-property automation.*

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## 2. Operations Dashboard

The dashboard is your command center for the entire property portfolio. It surfaces the most important information so you can act quickly.



### 2.1 Portfolio Summary Cards

The top row gives you instant visibility into your portfolio:

Metric	What It Shows
Total Properties	All properties in your account with occupancy count
Occupancy	Percentage of units currently occupied (e.g., '0 of 3 units')
Vacant Units	Number of unoccupied units and their readiness status
Today's Tours	Count of tours scheduled for today

### 2.2 Alert Banner

A prominent banner at the top tells you how many items require attention across your portfolio:

- **Critical Issues** — Critical Issues
- **Warnings** — Low batteries, unreachable devices
- **Tours Today** — Upcoming property showings
- **Open Work Orders** — Unresolved maintenance tasks

Two action buttons — View All and Resolve Now — let you jump directly to the issues.

### 2.3 Dashboard Sections

Section	Description
Critical Issues	Active critical alerts requiring immediate attention. Shows green 'No critical issues detected' when healthy.
Warnings	Non-critical issues like low battery or unreachable devices. Shows green 'No warnings — all devices healthy' when clear.
Upcoming Tours	Next scheduled tours with times and property details.
Open Work Orders	Active maintenance tasks with status tracking.

**NOTE:** Each section has a View All link to see the full list, and contextual actions like Manage Tours.

### 2.4 Sidebar Navigation

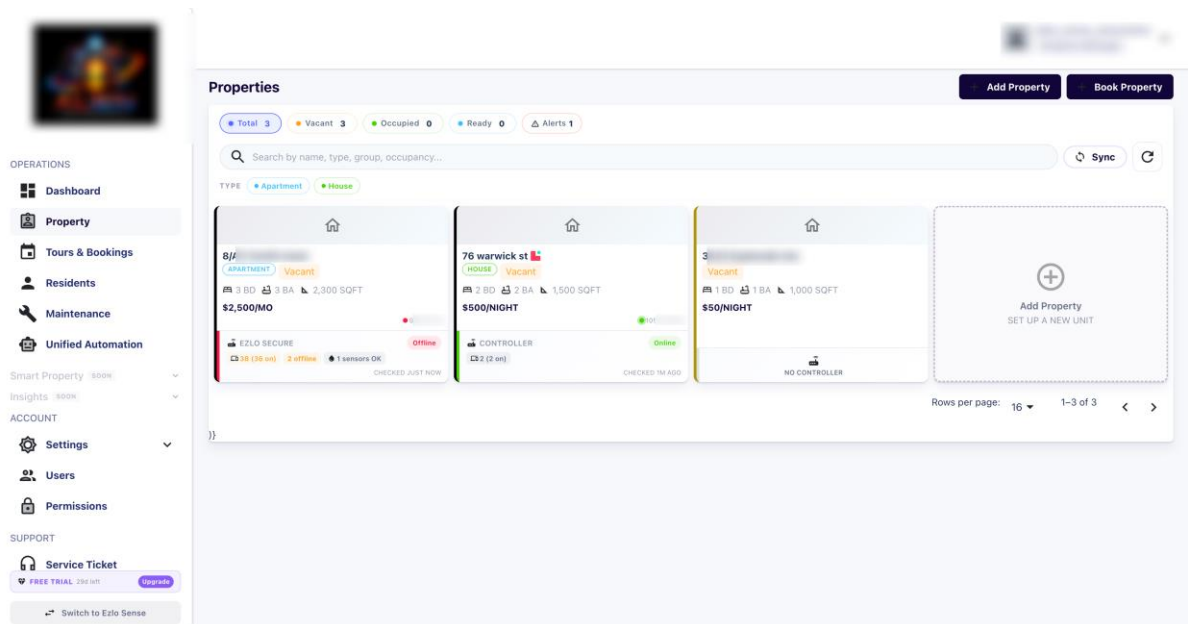
Section	Items
Operations	Dashboard, Property, Tours & Bookings, Residents, Maintenance, Unified Automation
Smart Property	Smart property scope selector
Insights	Analytics and reporting
Account	Settings (Manager Info, Support Info, Integration, Customization), Users, Permissions
Support	Service Ticket, Support

At the bottom, a Free Trial badge shows remaining trial days with an Upgrade button, and a Switch to Ezlo Sense link toggles platforms.

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### 3. Property Portfolio

The Properties page is the central hub for managing your rental units. It supports both grid and list views with rich filtering.



#### 3.1 Portfolio Filters

Filter	Description
Total	All properties (with count badge)
Vacant	Unoccupied units
Occupied	Currently rented units
Ready	Move-in ready properties
Alerts	Properties with active device alerts

A search bar lets you filter by name, type, group, or occupancy status. The Sync button triggers an on-demand refresh of all property data.

#### 3.2 Property Cards

Each property card displays at-a-glance information:

Field	Details
Property Name	Name and address
Type Badge	Apartment (orange), House (red), etc.
Occupancy Badge	Vacant (yellow) or Occupied (green)
Bedrooms / Bathrooms	Unit details (e.g., '3 BD, 3 BA')
Square Footage	Living area in SQFT
Rent	Monthly rent or nightly rate (e.g., '\$2,500/MO' or '\$500/NIGHT')

<b>Controller Status</b>	Hub name with Online/Offline indicator
<b>Device Summary</b>	Total devices with online/offline breakdown
<b>Sensor Status</b>	Leak sensor health (e.g., '1 sensors OK')
<b>Last Checked</b>	Timestamp of most recent sync

Properties without a connected hub show a 'NO CONTROLLER' label. Two action buttons in the top-right — Add Property (manual creation) and Book Property (quick-book for a guest). The grid also shows a '+ Add Property' card.

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## 4. Property Detail View

Click any property card to open the full property detail. The detail view has a left sidebar with property-specific navigation.

### 4.1 Property Header

Every property detail page shows a header with:

- Property photo (customizable)
- Property name and address
- Type dropdown (Apartment, House, etc.)
- Occupancy badge (Vacant/Occupied — editable)
- Controller status — Online/Offline with hub type badge (e.g., 'HA' for Home Assistant)
- Rent display (e.g., '\$50/night' or '\$2,500/mo')
- Account ID and Controller serial number
- Transfer Controller button — reassign the hub to a different property
- Remove Hub button — disconnect the controller

### 4.2 Property Sidebar Navigation

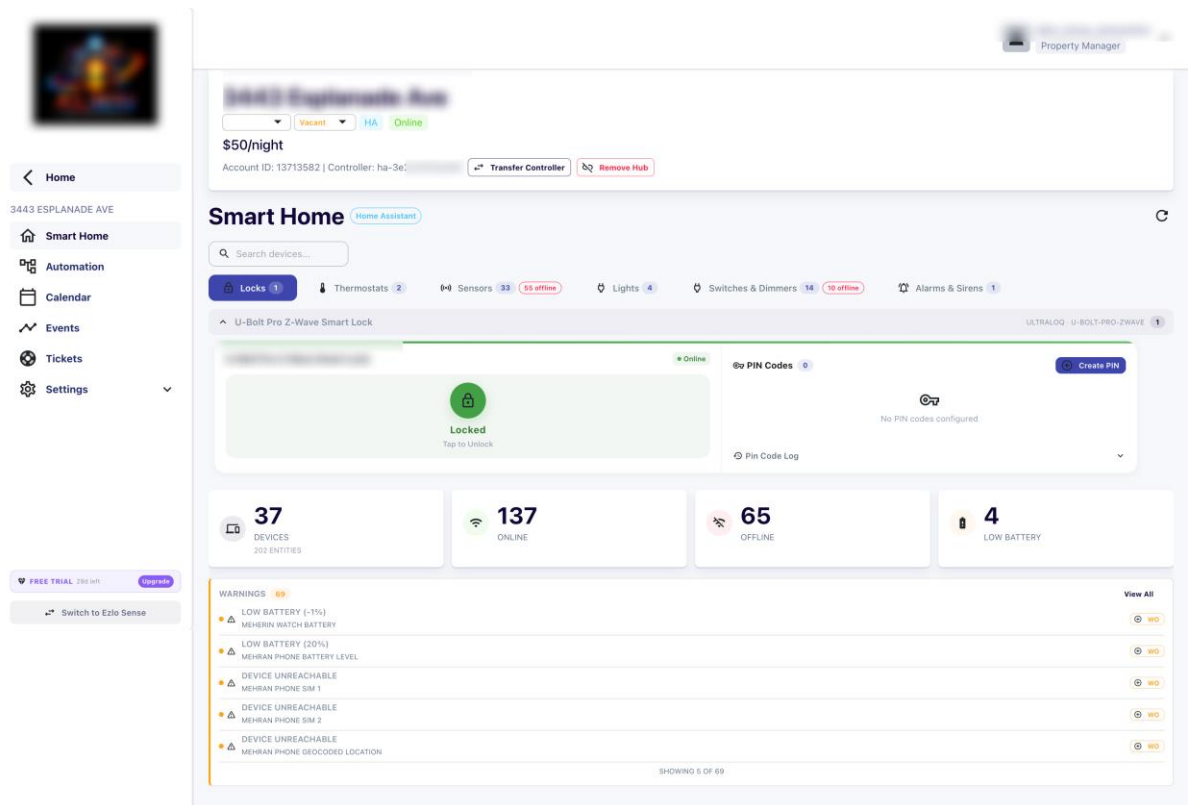
Menu Item	Description
Home	Property overview and smart home dashboard
Smart Home	Live device control and monitoring
Automation	Per-property automation rules (Home Assistant)
EZLogic	Ezlo-native automation engine
Calendar	Booking and event calendar
Events	Device event history
Tickets	Support tickets for this property
Settings	Property Info, Installation Address, Devices, Preferences, Installer App

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## 5. Smart Home Dashboard

The Smart Home section gives you full visibility and control over all devices connected to a property's hub. Devices are organized into filterable category tabs.

### 5.1 Smart Lock Control & PIN Codes



The Locks tab is purpose-built for property access management:

- **Lock Status** — Visual indicator showing Locked (green) or Unlocked state
- **Tap to Lock/Unlock** — One-click remote lock/unlock control
- **PIN Codes** — Counter showing active PINs with Create PIN button
- **PIN Code Log** — Expandable audit trail of all PIN activity

**NOTE:** PIN codes integrate with Tours & Bookings. When a tour or booking is created, a unique PIN is auto-generated, activates at the scheduled start time, and auto-expires afterward. PINs are also visible in the EZLogic mobile app.

#### Device Statistics Bar

Four summary cards appear at the bottom of every Smart Home view:

Metric	Description
Devices	Total device count with entity count (e.g., '37

	devices, 202 entities')
<b>Online</b>	Currently reachable devices
<b>Offline</b>	Unreachable devices
<b>Low Battery</b>	Devices with low battery warnings

### Warnings Section

Below the device statistics, a Warnings section lists active issues:

- **Low Battery** — Device name and battery level (e.g., 'LOW BATTERY (-1%) — MEHRAN WATCH BATTERY')
- **Device Unreachable** — Offline device alerts (e.g., 'DEVICE UNREACHABLE — MEHRAN PHONE SIM 1')
- **WO Button** — Create a work order directly from any warning with one click
- Pagination for large warning lists (e.g., 'SHOWING 5 OF 69')

## 5.2 Lights

The screenshot displays a smart home application interface. On the left is a navigation sidebar with options: Home, Smart Home, Automation, Calendar, Events, Tickets, and Settings. The main content area shows account information (\$50/night, Account ID: 13713582) and a 'Smart Home' section with a search bar and device categories: Locks (1), Thermostats (2), Sensors (33, 55 offline), Lights (4), Switches & Dimmers (14, 10 offline), and Alarms & Sirens (1). The 'Lights' category is selected, showing a list of light devices grouped by room: Master light (1%), Mehzad Room (Off), Abbu room, and Living room 1. Each room group includes a light icon and a manufacturer name (TP-LINK or THIRD REALITY, INC). At the bottom, there are summary cards for 37 devices (202 entities), 137 online devices, 65 offline devices, and 4 low battery devices. A 'WARNINGS' section lists 69 alerts, including low battery and unreachable devices.

Lights are organized by room with visual controls:

- **Brightness Indicator** — Percentage display (e.g., '1%') with color-coded icon
- **On/Off Toggle** — Tap to control on/off
- **Room Grouping** — Devices grouped by assigned room (e.g., 'Master light', 'Living room 1')
- **Device Manufacturer** — Shown per room (e.g., 'TP-LINK', 'THIRD REALITY, INC')
- **Expand All** — Toggle to show/collapse all room groups

## 5.3 Switches & Dimmers



- Home
- 3443 ESPLANADE AVE
- Smart Home
- Automation
- Calendar
- Events
- Tickets
- Settings

FREE TRIAL 23d left Upgrade

Switch to Ezlo Sense

### Smart Home

\$50/night  
 Account ID: 13713582 | Controller: ha-3 [Transfer Controller](#) [Remove Hub](#)

## Smart Home Home Assistant

Search devices...

Locks 1 Thermostats 2 Sensors 33 55 offline Lights 4 Switches & Dimmers 14 10 offline Alarms & Sirens 1

Expand All

#### mirza's Echo Dot AMAZON - ECHO DOT (GEN2) 3 2 offline

Off Offline Offline

mirza's Echo Do... switch

#### mirza's BMW Group - Amazon Alexa Car Integration AMAZON - ALEXA\_AUTO A319V4KX4S4MYC 3 1 offline

Offline Offline Offline

mirza's BMW Gr... switch

#### mirza's Ezlo Voi AMAZON - UNKNOWN A2R2AC42MTW53G 3 1 offline

Offline Offline Offline

mirza's Ezlo Voi ... switch

#### Play Room \_T23210\_DD9C45N - T501F 2

Off Off

Play Room Child... switch

Play Room switch

#### mirza's FireTVStick AMAZON - FIRE TV STICK LITE 1

Off

mirza's FireTVSt... switch

#### mirza's Fire AMAZON - TABLET A371DR1789MXDS 1

Off

mirza's Fire Do ... switch

#### mirza's 2nd Fire TV AMAZON - FIRE TV STICK 4K MAX (GEN1) 1

Off

mirza's 2nd Fire ... switch

#### mirza's Fire TV AMAZON - FIRE TV STICK 4K (GEN3) 1

Off

mirza's Fire TV ... switch

#### This Device AMAZON - ALEXA MOBILE VOICE IOS 1

Off

This Device Do ... switch

#### Everywhere AMAZON - SPEAKER GROUP 3 2 offline

Off Offline Offline

Everywhere Do ... switch

Everywhere Shu... switch

Everywhere Rep... switch

#### Entrance Light Switch EWEINK - SA-003-ZIGBEE 1

Off

Entrance Light S... switch

#### Fridge 1 EWEINK - SA-003-ZIGBEE 1

On

Shows all switch and dimmer devices organized by room:

- **Visual Switch Icons** — Outlet/switch graphics showing current state
- **Status Labels** — Clear On/Off/Offline labels per device
- **Room Grouping** — Same room-based organization as lights
- **Offline Badge** — Orange badge on the tab indicates devices needing attention (e.g., '10 offline')

## 5.4 Alarms & Sirens

The screenshot shows the 'Alarms & Sirens' section of a smart home dashboard. At the top, there's a header for '3443 ESPLANADE AVE' with a dropdown menu set to 'Vacant', 'HA', and 'Online'. Below this, the rate is '\$50/night' and account details are shown: 'Account ID: 13713582 | Controller: ha-'. There are buttons for 'Transfer Controller' and 'Remove Hub'. The main section is titled 'Smart Home' with a 'Home Assistant' link. A search bar for devices is present. Below that, there are filters for 'Locks 1', 'Thermostats 2', 'Sensors 33 (55 offline)', 'Lights 4', 'Switches & Dimmers 14 (10 offline)', and 'Alarms & Sirens 1'. The 'Alarms' section shows an 'Alarms alarm\_control\_panel' icon. Below this are four summary cards: '37 DEVICES (202 ENTITIES)', '137 ONLINE', '65 OFFLINE', and '4 LOW BATTERY'. A 'WARNINGS 69' section lists several alerts: 'LOW BATTERY (-1%) MEHRAN WATCH BATTERY', 'LOW BATTERY (20%) MEHRAN PHONE BATTERY LEVEL', and three instances of 'DEVICE UNREACHABLE' for 'MEHRAN PHONE SIM 1', 'MEHRAN PHONE SIM 2', and 'MEHRAN PHONE GEOCODED LOCATION'. A 'View All' link is on the right. At the bottom, it says 'SHOWING 5 OF 69'.

- **Alarm Panel** — Full alarm control panel with arm/disarm functionality
- **Device Info** — Manufacturer and model details for each device

## 5.5 Offline Controller Handling

The screenshot shows the smart home dashboard for '8/A/1 ZENITH TOWER'. The header shows 'APARTMENT' with a dropdown set to 'Vacant' and 'Offline'. The rate is '\$2,500/mo' and account details are 'Account ID: 13707862 | Controller: 92002323'. There are buttons for 'Transfer Controller' and 'Remove Hub'. The main section is titled 'Smart Home'. A large error message is displayed: 'Unable to fetch live device data. Could not establish a live connection to the controller. The session may need to be refreshed. API request failed - the server returned an error or HTML response. Check if your session is still active.' Below this is a 'RETRY' button. A 'Last Known Status (from background sync)' box shows: 'Controller: Offline', '38 devices (36 reachable, 2 unreachable)', and '1 leak sensors OK'. The sync time is '3/5/2026, 9:03:43 PM'. The user profile 'alien\_home\_automation Property Manager' is visible in the top right.

When a controller is offline, the Smart Home page gracefully handles it:

- 'Unable to fetch live device data' message with explanation
- Error banner with session refresh hint
- Retry button to attempt reconnection
- Last Known Status panel from the most recent background sync:
  - Controller status (Offline)
  - Device count with reachable/unreachable breakdown
  - Leak sensor status
  - Last sync timestamp

**NOTE:** *Background sync runs every 15 minutes, so the last known status is never more than 15 minutes stale.*

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## 6. Property Info & Settings

### 6.1 Property Info Form

**8/A/1 Zenith tower**  
 PARTMENT: Vacant | Offline  
 \$2,500/mo  
 Account ID: | Controller: 3 | Transfer Controller | Remove Hub

**Property Info**

Lodgify Property Link  
 Loading Lodgify properties...

Name:  Identifier Code:   
 Property Type:  Phone:   
 Apartment:   
 Bedrooms:  Bathrooms:  SQFT:  Rent:  Per:   
 WiFi Name:  WiFi Password:   
 Lot Identifier:  Unit Type:  Unit Number:   
 Building Identifier:  Latitude:  Longitude:   
 Gate Code:  Bike Code:   
 Occupancy Status:  Group Name:  Group Color:

Parking Instructions  
 Normal | B | I | U |  |

Description  
 Normal | B | I | U |  |

Pictures (0/10)  
 JPEG, PNG, GIF, OR WEBP. MAX 3 MB PER IMAGE.  
 Add new photo

Notes  
 Normal | B | I | U |  |

Save Property Info

The Property Info page is a comprehensive form for managing all property metadata:

Field	Description
Name	Property display name
Identifier Code	Internal reference code
Property Type	Dropdown: Apartment, House, etc.
Phone	Contact number

<b>Bedrooms</b>	Number of bedrooms
<b>Bathrooms</b>	Number of bathrooms
<b>SQFT</b>	Square footage
<b>Rent</b>	Rental price
<b>Per</b>	Billing period (Month, Night, etc.)
<b>Wifi Name</b>	Guest-facing Wi-Fi network name
<b>Wifi Password</b>	Guest-facing Wi-Fi password
<b>Lot Identifier</b>	Lot/parcel identifier
<b>Unit Type</b>	Unit classification
<b>Unit Number</b>	Unit number within building
<b>Building Identifier</b>	Building name or code
<b>Latitude / Longitude</b>	GPS coordinates for mapping
<b>Gate Code</b>	Gate or entry code for guests
<b>Bike Code</b>	Bike lock code (for amenities)
<b>Occupancy Status</b>	Vacant or Occupied (dropdown)
<b>Group Name</b>	Property group assignment
<b>Group Color</b>	Color-coded grouping for visual organization
<b>Parking Instructions</b>	Rich text editor with formatting
<b>Description</b>	Rich text property description
<b>Pictures</b>	Up to 10 photos (JPEG, PNG, GIF, WEBP — max 3 MB each)
<b>Notes</b>	Rich text internal notes

### Lodgify Property Link

At the top of the form, a Lodgify Property Link section lets you map this property to a Lodgify listing for automatic booking sync.

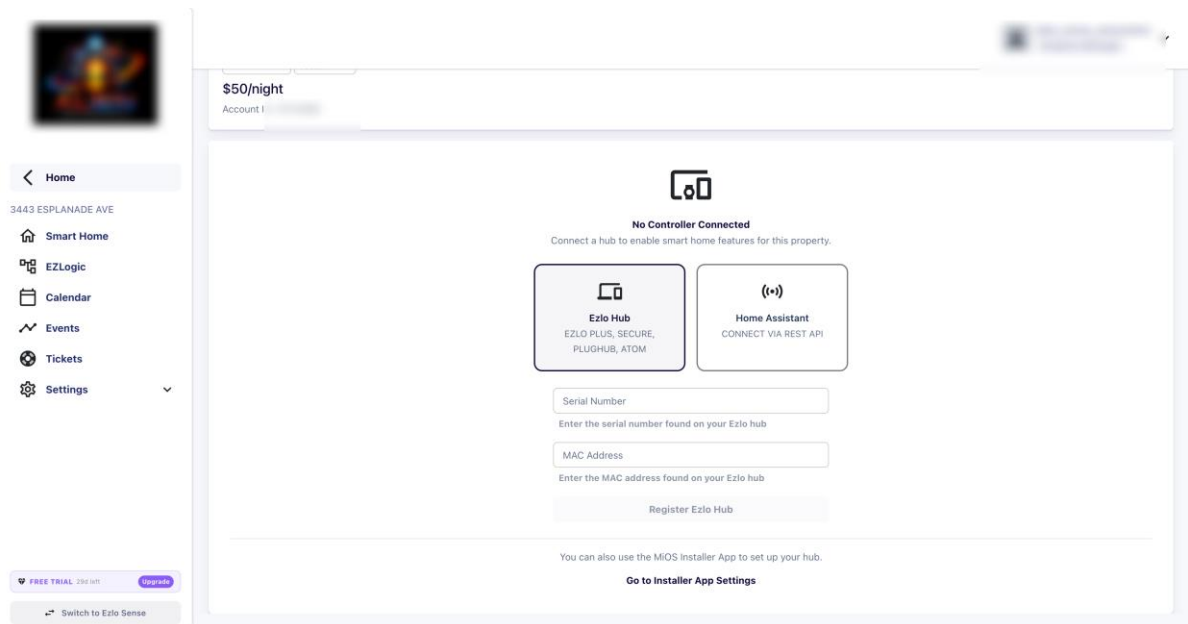
**NOTE:** *The rich text editors support full formatting: headings, bold, italic, underline, links, bulleted lists, numbered lists, and code blocks. This is useful for detailed parking instructions or check-in guides that get sent to guests.*

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## 7. Hub Registration

Properties can connect to smart home hubs for device monitoring and control. Two hub types are supported.

### 7.1 Ezlo Hub Registration



To connect an Ezlo hub:

- Select Ezlo Hub (supports Ezlo Plus, Secure, PlugHub, Atom)
- Enter the Serial Number found on the physical hub
- Enter the MAC Address found on the hub
- Click Register Ezlo Hub

Alternatively, use the MiOS Installer App to set up the hub — a link to Installer App Settings is provided.

## 7.2 Home Assistant Registration

The screenshot shows the Ezlo Smart Home interface. On the left is a navigation sidebar with options: Home, 3443 ESPLANADE AVE, Smart Home, EZLogic, Calendar, Events, Tickets, and Settings. The main content area displays the property name '3443 Esplanade Ave', a price of '\$50/night', and an account ID of '13713582'. A central message states 'No Controller Connected' and prompts the user to connect a hub. Two options are presented: 'Ezlo Hub' (EZLO PLUS, SECURE, PLUGHUB, ATOM) and 'Home Assistant' (CONNECT VIA REST API). Below this is a form titled 'Connect Home Assistant Hub' with instructions: 'Enter a publicly accessible Home Assistant URL and a long-lived access token. The URL must be reachable from the server (not a local/private IP). Use Nabu Casa, a reverse proxy, or a Cloudflare tunnel to expose your HA instance. Create a token in Home Assistant under Profile → Long-Lived Access Tokens.' The form includes fields for 'Home Assistant URL (must be publicly accessible)', 'Long-Lived Access Token', and 'Hub Name' (with 'Home Assistant' entered). At the bottom of the form are buttons for 'Test Connection', 'Register Hub', and 'Cancel'. A 'FREE TRIAL 29d left' badge and a 'Switch to Ezlo Sense' button are visible in the sidebar area.

To connect a Home Assistant instance:

- Select Home Assistant (Connect via REST API)
- Enter the Home Assistant URL — must be publicly accessible (Nabu Casa, DuckDNS, or Cloudflare tunnel). Local IPs (192.168.x.x) will not work.
- Enter a Long-Lived Access Token — create one in Home Assistant under Profile > Long-Lived Access Tokens
- Enter a Hub Name (e.g., 'Home Assistant')
- Click Test Connection to verify, then Register Hub

**NOTE:** Home Assistant integration brings all HA entities into Ezlo Property — locks, thermostats, sensors, switches, lights, and alarms — with full control and automation support.

## 8. MiOS Installer App

The screenshot shows a web interface for the MiOS Installer App. On the left is a navigation sidebar with a home button, address '3443 ESPLANADE AVE', and menu items for Smart Home, EZLogic, Calendar, Events, Tickets, and Settings. The Settings menu is expanded to show Property Info, Installation Address, Devices, Preferences, and the 'Installer App' option. The main content area displays the app's name, a price of '\$50/night', and an account ID. It features a login form with fields for 'APP USER' and 'SECRET (PASSWORD)', a 'Save' button, and a note about enabling PIN code sync. There are also two QR codes for downloading the app from the App Store (iOS) and Google Play (Android), and a row of quick links for Dashboards, MeshBots, Devices, Rooms, Users, and Doorbells.

The Installer App page provides mobile app access for on-site technicians:

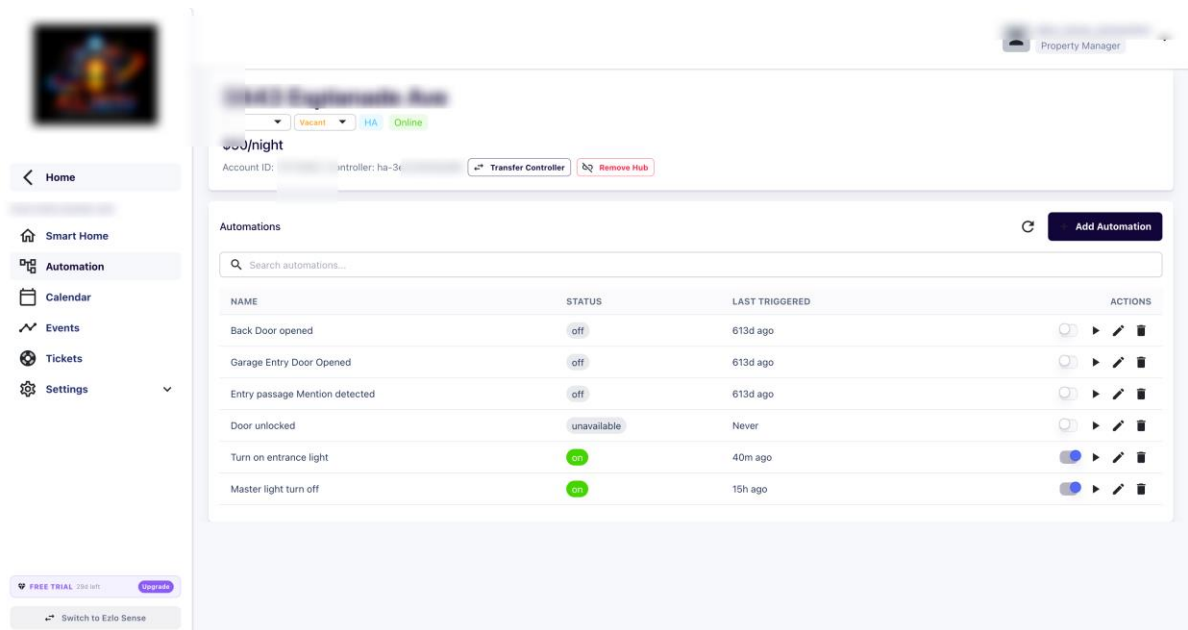
Feature	Description
App User	Auto-generated login credential
Secret (Password)	Set a password to enable PIN code sync with EZLogic
iOS QR Code	Scan to download from the App Store
Android QR Code	Scan to download from Google Play
Quick Links	Dashboards, MeshBots, Devices, Rooms, Users, Doorbells

**NOTE:** Saving the password enables PIN code synchronization between the platform and the EZLogic mobile app. This is critical for ensuring PINs generated by tour scheduling or bookings are accessible to on-site staff.

## 9. Per-Property Automations

Each property with a connected hub can have its own automation rules, scoped to that property's devices.

### 9.1 Home Assistant Automations

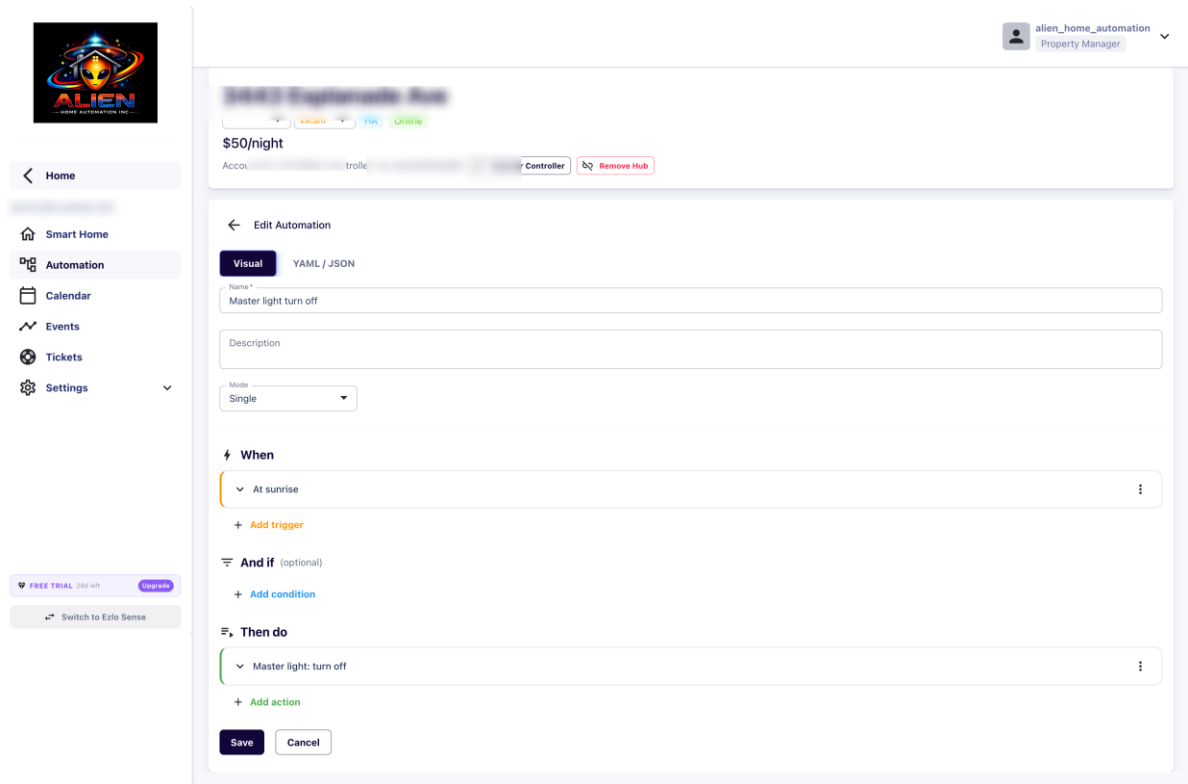


For properties connected to Home Assistant, the Automation page shows:

Column	Description
Name	Automation rule name
Status	On (green), Off (gray), Unavailable
Last Triggered	When the rule last fired (e.g., '40m ago', '613d ago')
Actions	Toggle on/off, Run now (play), Edit (pencil), Delete (trash)

The Add Automation button creates new rules directly from the platform.

## 9.2 Automation Editor (Home Assistant)



The visual automation editor supports:

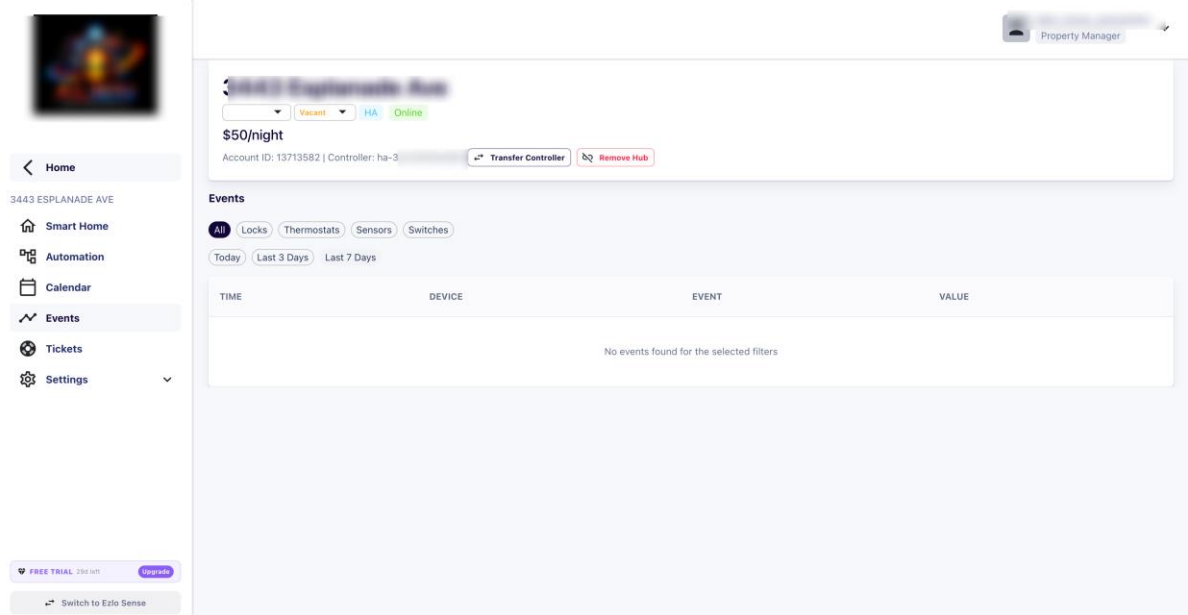
Section	Description
<b>Name</b>	Descriptive rule name
<b>Description</b>	Optional explanation
<b>Mode</b>	Single, Restart, Queued, Parallel
<b>When (Triggers)</b>	Events that start the rule (e.g., 'At sunrise')
<b>And If (Conditions)</b>	Optional filters that must be true
<b>Then Do (Actions)</b>	What happens when triggered (e.g., 'Master light: turn off')

Toggle between Visual and YAML / JSON editing modes for power users.

## 9.3 EZLogic Automations

Properties with Ezlo hubs use the EZLogic engine, accessible via the EZLogic sidebar link. This opens the native Ezlo automation builder with the same powerful condition/action model.

## 10. Events Log



The Events page provides a chronological history of all device activity for a property.

### 10.1 Filters

Filter	Options
Category	All, Locks, Thermostats, Sensors, Switches
Time Range	Today, Last 3 Days, Last 7 Days

### 10.2 Event Table

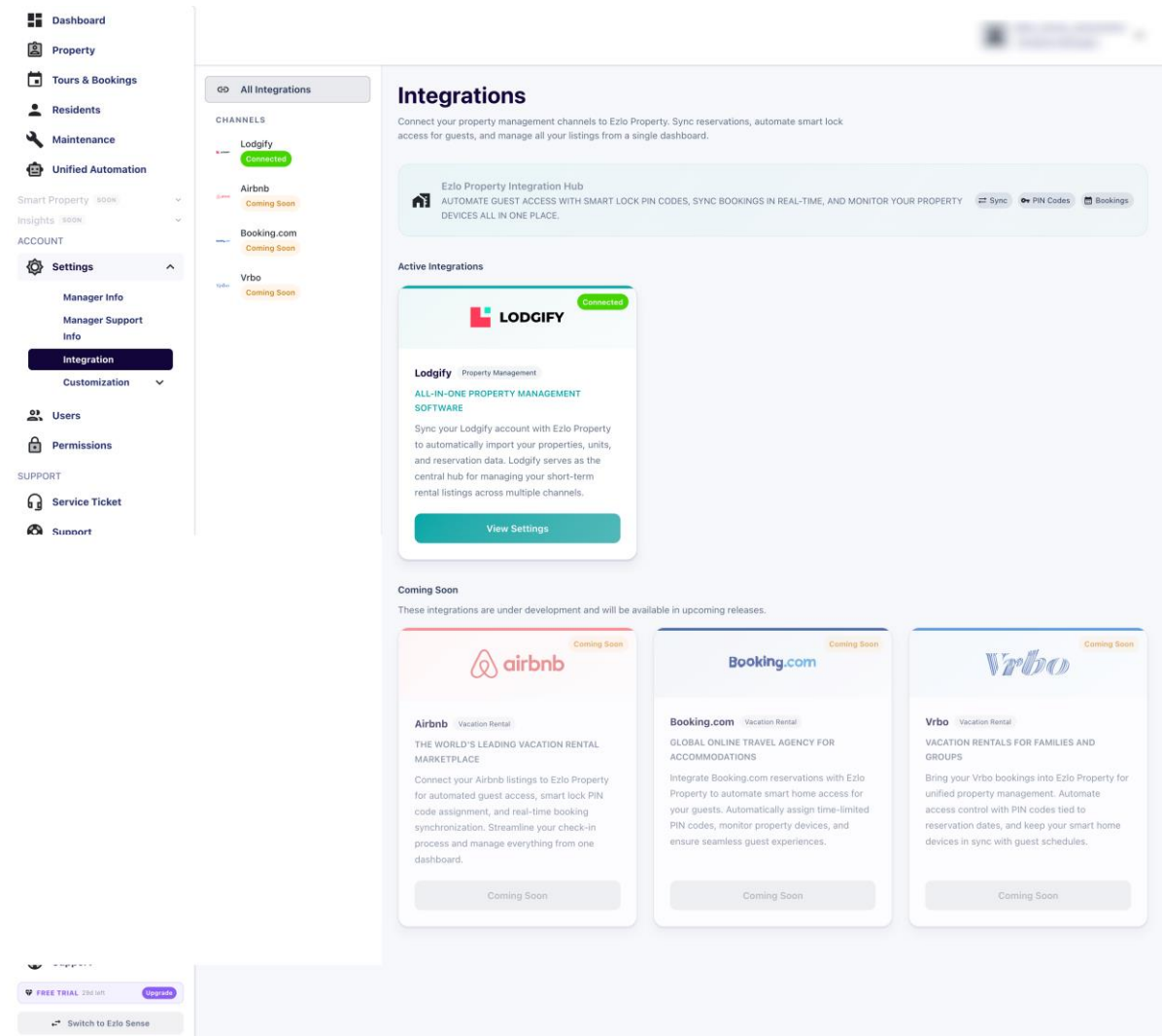
Column	Description
Time	When the event occurred
Device	Which device generated the event
Event	What happened (locked, unlocked, state changed, etc.)
Value	The new value or state

**NOTE:** The Events log is essential for auditing lock activity — see who unlocked a door and when, which PINs were used, and whether access windows were respected.

# 11. Integrations

Ezlo Property connects to third-party booking platforms for automatic reservation sync and smart lock PIN management.

## 11.1 Integrations Overview



Integration	Status	Description
Lodgify	Connected	All-in-one property management software. Sync properties, rates, and reservations.
Airbnb	Coming Soon	Connect Airbnb listings for automated guest access and booking sync.
Booking.com	Coming Soon	Integrate Booking.com reservations with smart lock PIN

		codes and monitoring.
Vrbo	Coming Soon	Bring Vrbo bookings into Ezlo Property for unified management.

## 11.2 Lodgify Integration

Once connected, the Lodgify Settings page shows:

Section	Details
API Token	Status badge (Active/Inactive), connection health, Disconnect button
Integration Details	Connected date, last sync time, properties mapped count, webhooks status
Lodgify Properties	List of Lodgify properties with Map to Local Property dropdown and Mapped status badge
Sync Properties	Manual sync button with last sync timestamp

### How Lodgify Integration Works

- Enter your Lodgify API Token in Settings > Integration
- Ezlo Property automatically pulls your Lodgify property listings
- Map each Lodgify property to a local Ezlo Property unit
- Bookings sync automatically — when a reservation is created in Lodgify:
  - A booking record appears in Ezlo Property
  - A unique PIN code is auto-generated for the smart lock

- Guest receives email and SMS confirmation with check-in/out details and door PIN
- PIN auto-activates at check-in time and auto-expires at check-out
- When a booking is cancelled in Lodgify, the PIN is automatically revoked

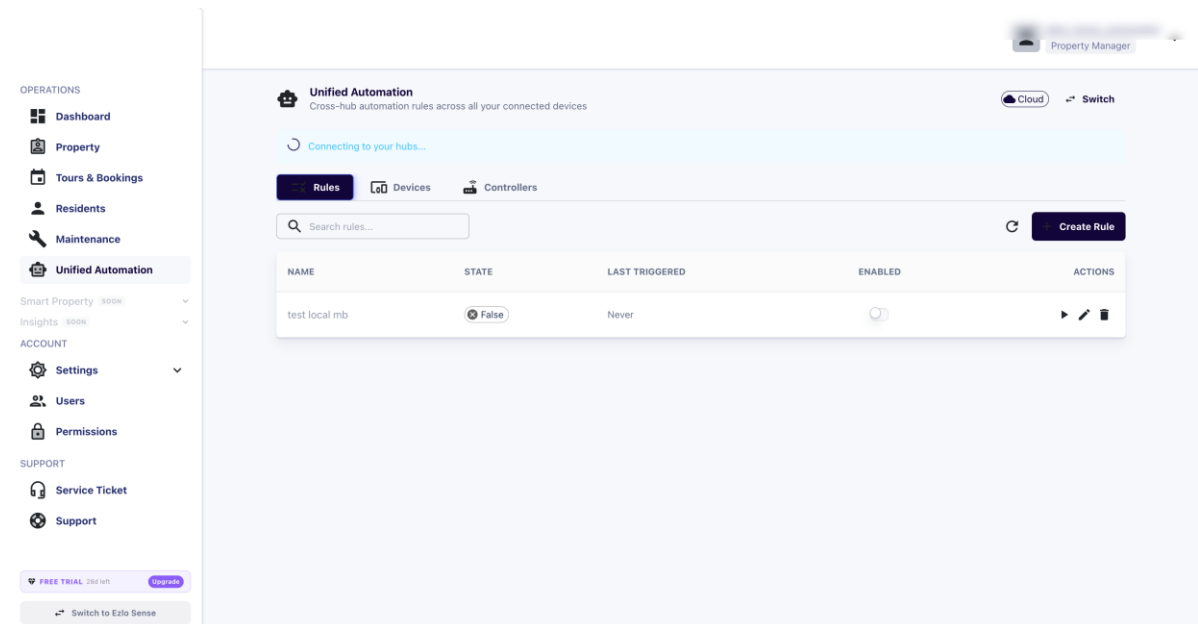
**NOTE:** *Webhook support is available for real-time sync. When webhooks are active, bookings sync instantly rather than on a polling schedule.*

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## 12. Unified Automation (Mehsbot Engine)

The Unified Automation section provides cross-hub automation rules that work across all your connected controllers — Ezlo hubs and Home Assistant instances alike.

### 12.1 Rules Dashboard



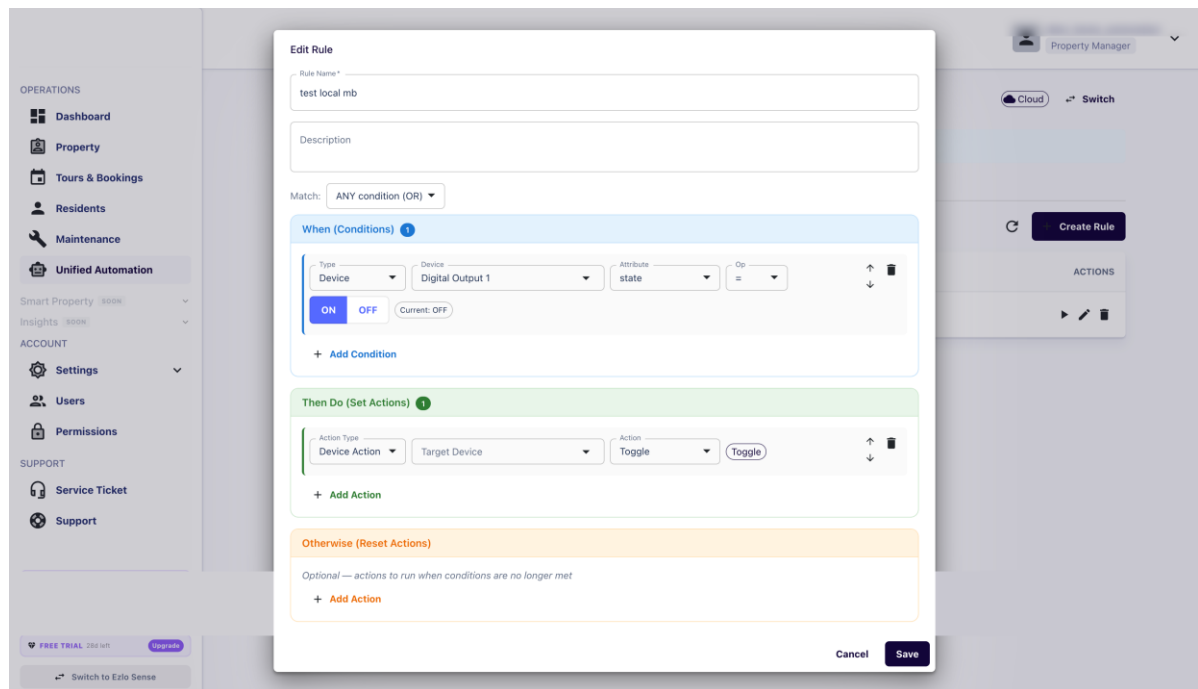
The Rules tab shows all automation rules:

Column	Description
Name	Rule name
State	Current state (True/False)
Last Triggered	When the rule last fired
Enabled	Toggle to enable/disable
Actions	Run (play), Edit (pencil), Delete (trash)

### Summary Cards

Metric	Description
Rules	Total automation rules
Entities	Total device entities across all hubs
Controllers	Connected hub count
Engine	Engine status (Online = green)

## 12.2 Rule Editor



The rule editor provides a powerful visual builder:

### When (Conditions)

- **Device** — Select from any device across any connected hub
- **Attribute** — Device property to watch (state, temperature, etc.)
- **Operator** — Comparison operator (is, >, <, etc.)
- **Value** — Target value with visual ON/OFF toggle for boolean states
- Current value shown for reference (e.g., 'Current: OFF')
- **Match Logic** — ANY condition (OR) or ALL conditions (AND)
- **+ Add Condition** — Combine multiple triggers

### Then Do (Set Actions)

- **Action Type** — Device Action, Notification, Delay, etc.
- **Target Device** — Any device across any hub
- **Action** — Toggle, Turn On, Turn Off, Set Value, etc.
- **+ Add Action** — Chain multiple actions

### Otherwise (Reset Actions)

Optional actions that execute when conditions are no longer met. Same action types as 'Then Do'. Useful for 'turn off when condition clears' patterns.

**NOTE:** The Unified Automation engine uses edge-triggered evaluation — rules fire only on real state changes, not on every sync cycle. This prevents duplicate alerts and unnecessary actions.



## 12.3 Devices & Controllers View

### Devices

**Unified Automation**  
Cross-hub automation rules across all your connected devices

0 Rules    307 Entities    3 Controllers    Engine

Rules    **Devices**    Controllers

All (307)    Property 1 (0)    Property 2 (2)    Home Assistant (305)

Search devices...

• Digital Output 1 ez STATE: false power switch	• UART 1 ez STATE: (N/A)	• Home Assistant Supervisor Update ha STATE: (false)	• Home Assistant Core Update ha STATE: (false)
• Cloudflared Update STATE: (false)	• Studio Code Server Update STATE: (false)	• Terminal & SSH Update STATE: (false)	• Mosquito broker Update STATE: (false)
• Frigate Proxy Update STATE: (false)	• Z-Wave JS Update	• Home Assistant Operating System...	• Home Assistant STAT: 0+00:00
• Backup Automatic backup STATE: 2026-03-09T09:54:57+00:00	• Backup Backup Manager state STATE: (idle)	• Backup Next scheduled automatic...	• Backup Last successful automatic...

The Devices tab shows every entity across all connected hubs:

- **Filterable by Controller** — Tabs for each hub (e.g., 'All (307)', 'Property 1 (60)', 'Home Assistant (285)')
- **Search** — Find specific devices by name
- **Entity Cards** — Show device name, current state, and last update time

## Controllers

**Unified Automation**  
Cross-hub automation rules across all your connected devices

Cloud Switch

0 Rules    307 Entities    3 Controllers    Online Engine

Rules    Devices    **Controllers**

Connected Hubs (3)    Refresh

Hub Name	Serial Number	Connection Status	Hub Type
Property	32	Disconnected	Ezlo
Property	[blurred]	Connected	Ezlo
Home Assistant	[blurred]	Connected	Home Assistant

Smart Property 300K  
Insights 100K

ACCOUNT  
Settings  
Users  
Permissions

SUPPORT  
Service Ticket  
FREE TRIAL 254 left Upgrade  
Switch to Ezlo Sense

The Controllers tab shows all connected hubs:

- Hub name and serial number
- **Connection Status** — Connected (green) or Disconnected (red)
- **Hub Type** — Ezlo or Home Assistant
- **Refresh** — Reconnect button

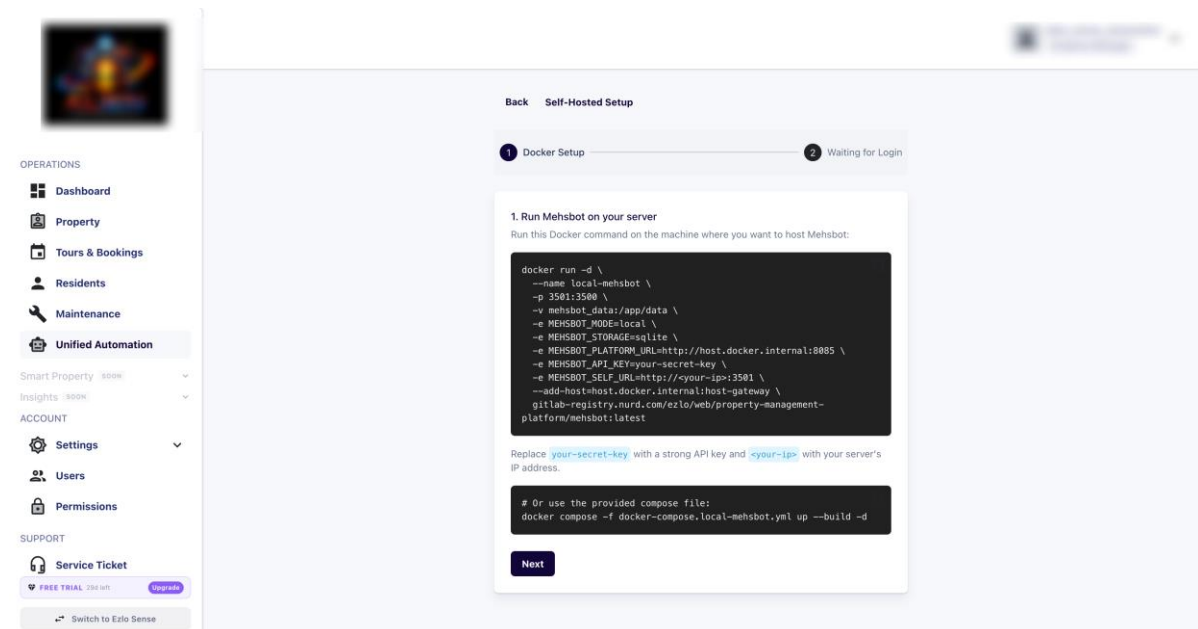
## 12.4 Deployment Modes

The screenshot displays the 'Switch Automation Mode' interface. At the top right, the user is identified as 'alien\_home\_automation' with the role 'Property Manager'. The main heading is 'Switch Automation Mode' with a sub-note: 'Currently using Cloud mode. Choose a new mode below.' Two cards are presented: 'Cloud' (marked 'Recommended') with a cloud icon and text: 'Zero setup. We run the automation engine for you. Your hubs are automatically connected.'; and 'Self-Hosted' with a server icon and text: 'Run Mehsbot on your own hardware. Full control, local network access.' The left sidebar contains sections for OPERATIONS (Dashboard, Property, Tours & Bookings, Residents, Maintenance, Unified Automation), Smart Property (300K), Insights (300K), ACCOUNT (Settings, Users, Permissions), and SUPPORT (Service Ticket). A 'FREE TRIAL 28d left' badge and an 'Upgrade' button are visible at the bottom of the sidebar.

Mode	Description
Cloud (Recommended)	Zero setup — Ezlo runs the automation engine. Your hubs are automatically connected.
Self-Hosted	Run Mehsbot on your own hardware. Full control, local network access, low-latency automation.

A Switch button in the top-right toggles between modes.

## 12.5 Self-Hosted Setup



The self-hosted setup wizard guides you through two steps:

### Step 1: Docker Setup

Run Mehsbot on your server with the provided Docker command:

```
docker run -d \
  --name local-mehsbot \
  -p 3501:3500 \
  -v mehsbot_data:/app/data \
  -e MEHSBOT_MODE=local \
  -e MEHSBOT_STORAGE=sqlite \
  -e MEHSBOT_PLATFORM_URL=http://host.docker.internal:8885 \
  -e MEHSBOT_API_KEY=your-secret-key \
  -e MEHSBOT_SELF_URL=http://<your-ip>:3501 \
  --add-host=host.docker.internal:host-gateway \
  gitlab-registry.nurd.com/ezlo/web/property-management-platform/mehsbot:latest
```

Or use Docker Compose:

```
docker compose -f docker-compose.local-mehsbot.yml up --build -d
```

### Step 2: Waiting for Login

The wizard waits for your local Mehsbot instance to authenticate with the platform.

**NOTE:** *Self-hosted mode uses SQLite for local storage and syncs rules/controllers from the cloud platform. This is ideal for properties requiring low-latency local automation or unreliable internet connections.*

## 13. Tours & Bookings

### 13.1 Tour Scheduling

Create and manage property tours for prospective tenants:

Feature	Description
Self-Guided Tours	Prospect visits independently with auto-generated door PIN
Agent-Led Tours	Broker-accompanied showing with agent details and license tracking
Flexible Duration	15, 30, 45, or 60-minute tour windows
Business Hours	Enforced 9 AM - 6 PM scheduling window
Identity Verification	Require driver's license, passport, state ID, or military ID
Pre-Screening	Qualification notes and prospect assessment
Confirmations	Email and SMS with property address, time, and door PIN code
Auto PIN Lifecycle	PIN activates before tour start, auto-expires after tour end
Tour Status	Scheduled, Completed, Cancelled, No-Show tracking

### 13.2 Booking Management

For short-term rental properties, bookings sync from integrated platforms:

Feature	Description
Auto-Sync	Bookings from Lodgify appear automatically
Auto PIN	Unique PIN generated on booking creation
Auto Revoke	PIN revoked on booking cancellation
Guest Confirmation	Email and SMS with check-in/out details and door PIN
Booking History	Searchable archive of all past and current bookings

---

## 14. Residents & Tenant Management

Manage the full tenant lifecycle:

Feature	Description
Resident Profiles	Full tenant information and contact details
Hub Assignment	Assign, replace, or transfer smart home hubs per resident
Unit Reassignment	Move residents between properties
Central Monitoring	Toggle per-resident monitoring on/off
Active Guests	Track current booking guests per property

---

## 15. Maintenance & Work Orders

Create and track maintenance work orders from multiple sources:

Feature	Description
IoT-Triggered	Auto-created from smart home alerts (leaks, offline devices, low battery)
Manual Creation	Create work orders from the dashboard or maintenance page
Inspection Source	Work orders generated from property inspections
Priority Levels	Critical, High, Medium, Low
Status Tracking	Open, In Progress, Completed
Team Dashboard	Multi-user team support with assignment
WO from Warnings	One-click work order creation from any device warning

---

## 16. Account Settings & White-Label Branding

### 16.1 Manager Info

Company and manager contact details.

### 16.2 Manager Support Info

Support contact information for your tenants and property owners.

### 16.3 Integration

Manage third-party integrations (Lodgify, and upcoming Airbnb, Booking.com, Vrbo).

### 16.4 Customization (White-Label & Branding)

Feature	Description
Custom Logo	Upload your company logo
Favicon	Custom browser tab icon
Header/Footer Images	Branded header and footer graphics
Brand Colors	Color picker with live preview
Custom Domain	Use your own domain (e.g., property.yourcompany.com)
Email Templates	Customizable templates with preview for guest confirmations, tour invites, etc.

### 16.5 Users

Team member management with invite and role assignment.

### 16.6 Permissions

Role-based access control with granular permissions:

Permission	Levels
View	Read-only access to a module
Create	Add new records
Edit	Modify existing records
Delete	Remove records

Permissions can be configured per module (Properties, Tours, Residents, Maintenance, Automations, etc.) and saved as reusable Permission Profiles.

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## 17. Pricing

All plans include full access to the dashboard, property management, smart home control, automations, tours, bookings, and maintenance. Plans are based on the number of properties in your portfolio.

Plan	Properties	Monthly Price
Property 2	Up to 2	\$10/mo
Property 4	Up to 4	\$17/mo
Property 10	Up to 10	\$25/mo
Property 50	Up to 50	\$65/mo
Enterprise	Unlimited	Custom pricing

All plans include a 30-day free trial — no credit card required to start.

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## 18. Quick Reference

Feature	Where to Find It
Portfolio overview & alerts	Dashboard (sidebar)
Property profiles & device status	Property (sidebar)
Tour scheduling & booking sync	Tours & Bookings (sidebar)
Tenant management	Residents (sidebar)
Work orders & IoT-triggered maintenance	Maintenance (sidebar)
Cross-hub automation rules	Unified Automation (sidebar)
Per-property automations	Property detail > Automation or EZLogic
Per-property device control	Property detail > Smart Home
Per-property events	Property detail > Events
Lodgify & booking integrations	Settings > Integration (sidebar)
White-label branding	Settings > Customization (sidebar)
Team & role management	Users / Permissions (sidebar)
Support tickets	Service Ticket (sidebar)
Hub registration	Property detail > Smart Home (when no controller)
Installer app setup	Property detail > Settings > Installer App
Switch to Ezlo Sense	Bottom of sidebar

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*Ezlo Property — Manage every property, lock, and guest from one platform.*