

Quick Tips

Crescendo

Classic Elegance ... like never before

Internet –

- Wireless is available everywhere throughout the home.
 - . SSID: crescendo (all lowercase letters)
 - . Network Security Key (WEP2): 2504486299 (no dashes).
- If your signal weakens, briefly cycle the wireless on your device (off/on) so that you can connect to the access point closest to your location in the home at the time. Most of the time, though, that switching will be done automatically for you.
- If you prefer to hook-up direct, use the bottom RJ-45 plug to make a CAT5e connection. We have one or more of those connectors in each room.

Telephone –

- We have two phone systems in the home. The wireless phones throughout the home are on a single land line: 250-491-9198. Long distance is blocked on those phones. In the case of an emergency, dialing 911 will reach the closest dispatch operator.
- We also have an internet phone, which we've located in the Kitchen, in the Master Bedroom, & in the Garage. They are clearly marked as such. In the event of an emergency, that phone will not reach the appropriate dispatch operator. You may, however, dial long distance on that phone, including long distance to several countries. That phone has two phone numbers:
 - . a San Diego, California number: 619-255-6655;
 - . a Kelowna number: 250-448-6299 (yes, the same as the wireless access code & web-based BD/DVD site password, after removing the dashes).

Whole House Audio, XM, iJack and more

- Under the FAQs on our website (<http://SkiCrescendo.com/faqs>) you'll find manuals for most of the major appliances at Crescendo. That page also has a listing of the XM radio channels. Because we have a US subscription, the channels and schedules may differ from the Canadian subscription that you may be used to.
- A phono plug connection to our Whole House Audio may be found in the kitchen, allowing you to connect your phone or tablet via your headphone jack.
- Remember, though, from anywhere in the house, you may also connect your phone (iPhone, Android, or Windows) or tablet to our Whole House Audio via our AppleTV, by downloading the appropriate app through your phone's store.

TV/Movies –

Streaming to our TVs

All of the TVs in the house, excepting the Theatre's Projector, are identical Samsung SmartApp models (either 32", 46", 50"). The movies stream to each of those TVs via the Plex SmartApp on each of those TVs. Streaming instructions are provided in each of the rooms.

With the Samsung TVs, when turning the TV's on, watching TV is instantaneous. It takes a full 90 seconds, though, for the TV to activate all of the SmartApps.

Streaming to our Theatre's Projector

Nothing is instant in the Theatre. Even when using the projector as a TV, after pressing Watch TV on the Touchpanel and/or on the Handheld Remote,

- it takes time for the Projector to warm up;
- it takes time for the amp and pre-amp to work through the source switching;
- it takes time for the Projector and the amps to shake hands (sync).

Be patient, and press the appropriate button only once. Wait 60 seconds before pressing anything further. Pressing multiple buttons on the Remote and/or pressing the same buttons several times will only confuse the system, and it will also cause the Projector bulb to permanently fail.

Movie titles may be searched from the server locally. They are more easily searched, though, using the Theatre's tablet: even with the projector off.

Movie Server: Here are a few things to know about our Movies in the Theatre.

- ALL of the SWITCHING back and forth between Sources (TV, Movies, etc) may be done by the Touchpanel.
- MOST (but not all) of the switching may also be done by the Handheld Remote.
- If you first choose your Source at the Touchpanel (TV, Movies, etc), you must then go to the Handheld Remote to tell that Handheld Remote how to behave.
 - . If you want to watch TV, after choosing TV at the Touchpanel, choose TV on the Handheld Remote. That will turn the Handheld Remote into a TV Remote so you can change channels.
 - . If you want to watch Movies, after choosing Movies at the touchpanel, choose Movies on the Handheld Remote. That will turn the Handheld Remote into a Movies Remote, so you can pause, stop, rewind, etc.

For now, the Projector may be turned on/off only by the Handheld Remote. On is automatic when selecting your Source on the Handheld Remote. The off button (uppermost left) must be pushed twice. Not to worry, the Projector will prompt you for that second press).

Pool/Jacuzzi –

We ask only three things of our guests when using the pool/Jacuzzi.

- 1) Please, please, please do not put a lit cigarette on top of the pool covers. As with almost everything at Crescendo, the covers are custom made (and not easily repaired or replaced).
 - 2) Please do not float the covers in the pool. They will become water-logged and unusable.
 - 3) Please do not bring bottles or glassware into the Pool Room (or outside close to the pool). We have provided unbreakable plastic tumblers for this area, which are located in the kitchen cabinet above the coffee-maker.
- There is a VERY EASY way to remove the pool covers while you are in the pool, and those steps are listed below. You can see a short video about that by clicking Pool, or via the following link: <http://youtu.be/x6ZGwC-OfVcA>.
 - . The pool cover is in four sections (and numbered).
 - . Swim under and pop up one of the end panels. No problem in doing that, as there is room to breathe between the cover and the water.
 - . Lift (not push) that end panel to one side.
 - . Splash water on top of the end panel.
 - . Slide the next panel on top of the end panel. Once you've splashed water on that end panel,

sliding it becomes a breeze.
. Repeat this for the other side as well.

Security System –

- Our Security System is composed of two separate, but integrated, systems: Alarm, Access Control (automated entry door locks). Upon your arrival, you will be issued a 4-digit code that will simultaneously disarm the alarm system (if armed) and unlock the door.
- The house is meant to be quite secure, which means you must always carry your 4-digit code with you, even when going into the garage and into the pool. You must use that code
 - . to open the front entry door & to open the ski entry door;
 - . to open the door from the garage into the home; and
 - . to go to & from pool area.
- There is a button on the garage touchpanel (by the TV) that can open the door into the home, should you forget your key fob. However, there is not a button on the pool touchpanel to open the door (for security reasons). If you get locked in the pool area, the only way out is by exiting via the pool outside, and then ringing the intercom by the ski-in entry for your party to open the door.
- For all doors opened by your 4-digit code, there is no need to turn the handle. When you hear the door unlock, merely push (or pull) to open.
- The weather stripping on the doors (which expands and contracts) can make it difficult for the electronic locks to disengage. After entering your code, we found it to be a good habit to open the door with a pull/push action. That is, pull the door into the weather stripping/jam, then push the door to open.
- Your code will purposely not open certain areas (e.g., maintenance rooms, owners' lock-outs).

Alarm –

- Your 4-digit code will automatically disengage the alarm at the following entry points: Garage, Front Door, Ski Entry Door, Ski Locker, Pool. Should the alarm go off while you are in the home, two things are required to turn it off:
 - a) enter your code at any of those locations;
 - b) then open that door.Entering the code at any other location, or failing to open that door after entering the code, will not turn off the alarm.

Air Conditioning – (not available during Ski Season)

- The bedrooms WILL stay cool, but ONLY if you keep their doors closed during the day: this is especially true for the master bedroom (due to the heat from the glass block).
- The A/C is controlled via three touchpanels: Great Room, Master Bedroom, Theatre.
- The Theatre also controls the A/C in the two Guest Bedrooms.

Restaurants –

- Outside of Ski Season, only two restaurants are open for lunch (till about 3:00 pm) seven days per week: The Globe (Tapas & Wine Bar, 250-765-1501); The Blarney Stone (250-491-2009). Both may be viewed here: <http://www.globedining.com>.
- Both restaurants may stay open longer than advertised hours if you call in advance.
- Both restaurants will also provide you with just about any level of food service you need/want (including preparing your meals for you, and then storing them in Crescendo's fridge).
- To walk to the village (and restaurants), exit Crescendo via the ski access, walk through the tunnel up ahead. When there is no snow on the mountain, there will be a small creek (really,

spillway) between Crescendo and the tunnel. As you approach the creek, you'll see the ramp that you may use to cross over. When the mountain has snow, there is no creek/spillway.

We are committed to making your experience at Crescendo nothing short of delightful. Please provide us with feedback about your stay, and with information about how we can improve upon Crescendo for your future visits.

In the meantime, it is with great pleasure that we present for your enjoyment,

Crescendo.

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