GARDENS AT SOUTH MOUNTAIN INSTRUCTION FORM

ENTRY CODES: MAKE SURE TO ALWAYS PRESS THE # KEY BEFORE ENTERING YOUR 4 DIGIT ENTRY CODE. THE "#" KEY IS IN THE BOTTOM RIGHT HAND CORNER OF THE KEYPAD UNDERNEATH THE "0". PLEASE MAKE SURE TO ENTER THE 4 DIGIT CODE QUICKLY AFTER PRESSING THE # KEY TO ENSURE IT REGISTERS WITH THE KEYPAD.

DIRECTORY INSTRUCTIONS: YOUR NAME WILL BE LISTED IN THE DIRECTORY BY "LAST NAME, FIRST INITIAL", PLEASE HAVE YOUR GUESTS SCROLL THROUGH THE DIRECTORY BY USING THE "A" AND "Z" KEYS ON THE KEYPAD. WHEN THEY FIND YOUR NAME LISTED IN THE DIRECTORY, THEY MAY PRESS THE "CALL" BUTTON, THIS WILL DIAL THE PHONE NUMBER YOU REQUESTED TO BE IN THE DIRECTORY. WHEN YOUR PHONE RINGS, YOU MAY ANSWER AND VERIFY WHO IS AT THE FRONT GATE REQUESTING ACCESS. PLEASE PRESS THE "9" KEY ON YOUR HOME PHONE OR CELL PHONE, FOR AT LEAST 2 SECONDS, TO ALLOW ACCESS FOR YOUR GUEST. PRESSING "9" WILL OPEN THE FRONT GATES AND ALLOW THEM TO ENTER THE COMMUNITY WITHOUT HAVING TO GIVE OUT YOUR 4 DIGIT ENTRY CODE.

5.2 Resident Instructions

Resident control of the door or gate that the telephone entry system controls is limited to opening the door or gate in response to a call from a guest, or they may open the door or gate by using their assigned four-digit entry code. **A resident instruction sheet is included in the back of this manual and may be copied and passed out to your residents.**

5.2.1 Responding to a Guest Call

When communication is established, the resident has the option of **opening the door(s) or gate(s)** by pressing the programmed **tone open number(s)** on their touch tone telephone, or they can **deny access** to their guest by pressing # on their telephone. If access is granted, the resident will hear a confirmation tone in their handset indicating that the door or gate has opened, then the system will automatically hang up.

Residents should be instructed by management to always press the # key on their telephone if they wish to deny a guest access. If a resident hangs up to deny access instead of pressing #, the telephone entry system will remain on line until its programmed talk time expires or until it detects dial tone.

Some newer type telephones emit a short tone rather than a continuous tone when their keys are pressed. This may cause the telephone entry system to not respond to the tone open number. If this happens, simply press the tone open number twice in rapid succession to open the door or gate.

If a resident is using a rotary dial telephone, they will grant access to their guest by dialing **9**. To deny access to their guest, residents with rotary phones **MUST** simply hang up.