

The New gate system is in and fully operational.

We recommend that residents/guests take these Covid -19 precautions when using the touch screen.

- A stylus will keep you from touching the screen.
- Medical gloves will work on the screen or use a hand sanitizer after use.
- Please do not use any sharp objects.

THE DIRECTORY NUMBERS WILL NO LONGER WORK AT THE PEDESTAL.

You must use the pedestal's directory to find the member's name.
To begin your search, touch the phone symbol on the left of the screen.

After you touch the phone symbol, you will see the screen to the right.

There are two methods to find a member's name. We recommend you try both methods to see which one works best for you.

Method A:

You can use the gray bar on the left of the screen to touch the first letter of the last name and that letter will pop up. Then you can then use the arrows on the right side or your finger to scroll to the name of the member. Touch the name you want to contact and the pedestal will make the call.

Method B:

You can touch the green bar at the top of the screen "TOUCH HERE TO BEGIN SEARCH". A keyboard will be displayed. Touch the letters to spell the member's last name. If there are multiple members with the same last name you can use the arrows on the right of the screen or your finger to scroll to the name of the member. Touch the name you want to contact and the pedestal will make the call.

The call will go to the member's phone number that the Association has on record. All the phone numbers that were on the original system should be on this one. The caller ID will show up as **(972) 231-1999** and on some phones, it will have the geographic location as Texas. *It is important that you recognize this number is coming from the phone pedestal at the gate.*

Once your phone rings, you will have to answer to continue the process. You will be prompted to press the number 1 to connect so you can talk to the caller to verify their identity. To open the gate, then you press the * (asterisk symbol).

If you know who is calling and don't need to talk to them, you can just press 1 followed by the * symbol.

To Use your direct entry temporary Security Codes:

Your old security codes will still work with the new system.

The only difference is **you will not use the # sign.**

If your code used to be # 1111; you will only enter 1111.

Touch the keyboard symbol on the right of the screen and type in your code (without the #) and hit ENTER at the bottom right of the keyboard.

Bar Codes (Car sticker):

Your bar code will still work the same as it did before as long as you

Slow down to give the barcode reader time to read the bar code.

