CRYSTAL FALLS GATE DIRECTORY INSTRUCTIONS

- The gate system uses your telephone to let you talk with visitors and allow them access to the community if you so desire.

- A visitor will select the option on the screen to find a resident in the directory.

- They will search for you by last name and press the green telephone symbol next to your name.

- The system then dials the telephone number you have requested to be input. Your number will not be displayed on the screen.

- Upon answering your phone, you will be in a typical conversation with the visitor. Be sure to speak clearly and strongly so the visitor can hear you over any noise near the gate. The call can only last for a few minutes. After that time period, the system will automatically end the call. Starting 10 seconds prior to the end of the call, you will begin to hear a short tone to signal you the call is about to end.

- Once you have answered the call, you may take one of two actions:
  - Dial “9” to open the gate.
  - Dial “*” to hang up without granting entry.

- **Do not hang up until you dial one of these numbers.**

- If you dialed a “9”, the system will open the gate. The system will also display the message, “ACCESS GRANTED- PLEASE ENTER NOW” on the gate key pad and emit short tones for 3 seconds. After you hear these tones the system will hang up.

- If you are on the phone when a visitor tries to call you, he or she will receive a busy signal unless you have Call Waiting. Please be brief with your telephone calls if you are expecting company, so your visitor is not left parked at the gate waiting to reach you. If you have Call Waiting, you can simply switch over to the call from your visitor, let him or her in, and then go back to your original call.