

CELEBRATION CAPE – GATE OPERATING INSTRUCTIONS

Here's a review of our community's Door King gate system. The first thing to remember is that while most of these systems look alike, each brand has its own programming, so please take a moment to read the rest of this summary.

GUESTS CONTACTING YOU TO OPEN THE GATE

Guests can contact you for entry in one of two ways. Using the gate call box, they can scroll through to locate your name in the on-screen directory and then press CALL. The system will dial the phone number you have registered, and you can talk with your guest once you pick up.

Some people like to give out the 3 DIGIT code that's associated with their name in the directory. You can see it on the directory screen next to your name. While this does save the guest from scrolling through a bunch of names, it does add a potential problem.

On our system, the guest only has to enter the 3 numbers, nothing more. If the guest uses the # key either before or after the number, it immediately hangs up the connection because the # key on our system is the key for DISCONNECT. So, if you want to give out your 3 DIGIT code, please tell your guests to only enter those 3 numbers.

Once those 3 digits are entered, the system will dial the phone number you have registered and you can talk with your guest once you pick up.

OPENING THE GATE FOR YOUR RECOGNIZED GUEST

Once you answer the call from the gate call box, identify the person calling and decide you want to let them in, all you have to do is PRESS "9" on your phone. You should hear the line go dead when the system starts to open the gate.

Depending on the brand of cell phone and its age, the tone sent from that phone to the call box to trigger the gate mechanism may be a short tone or long tone. In general, the longer tone is better. If you find that your phone does not reliably trigger the gate to open, you can press and hold the "9" for a full second or hit it quickly twice like entering "99." If neither of these work, you can Google "DTMF tone settings" for your brand of phone and see if you can change the phone's tone setting from normal to long.

OTHER REASONS THE GATE MIGHT NOT OPEN

If you are experiencing random and periodic problems with getting the gate to open, there may be a reason not related to the system at all. Guests and delivery services sometimes get to the gate and since they have your number as a contact on their cell phone, use it to call you to open the gate. You press "9" and nothing happens. You keep pressing and they keep telling you nothing is happening.

In this case, it's not working because they are calling you from a CELL phone and not using the call box. Hitting "9" does nothing in this case. For the system to open the gate, you must have a connection between the call box and your phone.

One simple way to avoid this frustration is to ask your guest if they are using the call box or calling on their cell. If they are on their cell, ask them nicely to hang up and use the call box so you can open the gate. There is NO SECRET WAY to open gate using your phone if it has not been called using the call box.

If after all this, you still seem to be having regular problems, PLEASE contact us at grounds@celebrationcape.org. We'll pass your problem on to the company that maintains our system to see if they have a solution.

Thanks for taking the time to read this.