

# Introduction to the Enclave at Galewood Crossing Gate System

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# OVERVIEW

## Call Box Features



- **Wireless, Cellular Access**
- **Touch Screen & Built-in Key Pad** – Features a customizable high-contrast, color touch screen for improved user experience and performance in direct sunlight.
- **Searchable Directory Listings** – Requires a different phone number for each individual that wants to be listed in the call box directory. Visitors can use the touch screen to:

Scroll through the listings; or

Type in the homeowners name to search for them

- **Integrated Camera** – Provides better security through physical identification

Automatically takes still visitor photo as identification (only Admins have access to view).

Provides live streaming video so homeowners using the Cellgate mobile app can simultaneously see and speak to visitors, which allows them to screen visitors prior to granting access.

**Note:** The video is one-way and visitors will not be able to see homeowners.



## Other Features & Technology

- **TrueCloud Web Portal** – Allows Admins and some homeowners to access the portal to set up callgroups and perform other functions.
- **Callgroups** – Each household can determine how visitors will contact their household after selecting a homeowner’s name at the gate.

If the homeowner doesn't answer the call, the system will attempt to reach the next user on the callgroup list. This must be set up by the Callgroup Manager that’s been assigned to each household.

- **QR Visitor Code** – In advance of a guest’s visit, homeowners can send them a QR code access invitation with restricted date/time access. A QR code is a barcode that a visitor can scan at the call box to open the gate only during the date and times for which it was created.

**Need to insert info on how to create a QR code invite**

## Access for HOA Members / Cost Sharing Homeowners

HOA members and Cost Sharing homeowners can:

- Use either gate entrance
- Use RFID stickers for access, if purchased
- Enter gate access codes
- Use video-enabled Cellgate mobile app to accept visitors
- Issue QR codes to visitors in advance of their visit and set restricted access date/times
- Use the TrueCloud web portal to manage callgroups

## Access for Non-HOA Homeowners

Non-HOA homeowners will have restricted access and functionality of the gate system:

- Use Bates Rd entrance only – no front entrance access
- Manually enter their access code – no RFID stickers or QR code functionality
- Receive only voice calls from visitors – no streaming video functionality
- Inability to use Cellgate mobile app
- Use the TrueCloud web portal to manage callgroups

## Gate Access Methods

- **HOA Members** – Electronically-activated at both entrances via RFID sticker or gate access code
- **Service Providers** – Via provided gate access code
- **All Other Guests** – Via call box directory calls to homeowners or scan QR code; non-HOA homeowners will only be listed in the directory located at the Bates Rd entrance and will not be able to send QR codes to guests
- **Non-HOA Homeowners** – Via back gate with use of gate access code only

## USING THE CELLGATE MOBILE APP FOR VIDEO CALLS

Each HOA member/cost sharing participant has the option to download and use the Cellgate mobile app. Each individual is required to have his/her own email address in the gate system in order to log in to the mobile app.

If a homeowner uses the mobile app, he/she will receive live streaming video calls from the app when a visitor calls from the gate. This allows homeowners to:

- See and hear their visitors to speak with them.
- Momentarily open the gate during the call.



Homeowners can also open the gate on demand, when needed. When logged into the app, they can use the “momentary open” feature, which allows the gate to open and close right back. When there is a guest at the call box, a homeowner can use the alternate entrance lane to drive around the guest and open the gate using the mobile app instead of waiting for the guest. Therefore, it is recommended homeowners leave the app open on their phone and running in the background so this feature is always accessible.

### Log In to the App

There are two methods for logging in to the mobile app and users can choose their preference.

#### ***Using Username & Password***

To log in to the Cellgate app using a Username and Password:

1. Download the **CellGate** app from the **App Store**  for Apple users, or from **Google Play**  for Android users.
2. When prompted, click **Allow** for Notification, Microphone, and Camera.  
*The Login screen appears.*
3. In the **Username** field, type your email address.
4. In the **Password** field, type your password.
5. Select the **I agree with Privacy Policy** and **Remember Me** checkboxes.
6. Tap the right arrow button.

*The gates in which you have access are displayed.*

#### ***Using Biometric Sign In***

To log in to the Cellgate app using the Biometric feature:

1. For Apple users, go to **Settings, Cellgate**, and then enable **Face ID**.
2. In the Cellgate app, tap **Settings**.
3. Enable **Biometric Sign in**.

## Answer Incoming Video Calls

You must stay logged in to the mobile app to receive call notifications. Otherwise, you will receive only voice calls.

1. When visitors at the gate select your name in the call box directory, you will receive a call notification on your phone.

*The call notification screen appears.*



2. Select one of the following:

- Tap **Accept** to begin the live streaming video with the visitor, or
- Tap **Decline** to reject the call.

*If you Accept, the Call In Progress screen appears.*



3. Select one of the following:

- Tap **Open** to open the gate, or
- Tap the **red X** to reject the request and end the call.

## Open a Gate Remotely (not during a video call)

1. Log in to the mobile app on your phone.
2. Tap the entrance gate you want to open.
3. Tap **Watchman Gate**.
4. Tap **Open Momentarily**.

## ABOUT VOICE CALLS

If a homeowner doesn't use the Cellgate mobile app or is not logged in to the app, he/she will only receive a voice call from the visitor at the gate.

### Answer Incoming Voice Calls

- Homeowners should add **972-231-1999** to their phone contacts to help ensure they do not miss a visitor calling from either gate to gain access. The same phone number is used to identify both gates.
- Upon receiving a voice call from either gate, homeowners can:
  - Press **1** to connect and talk with the visitor, or
  - Press **#** or **9** to open the gate remotely
- VoiceMail Intelligence (VMI) – System recognizes when a voice call reaches voice mail instead of a live person and moves on to the next number on their callgroup list. This ensures visitors at the gate can reach a live person and there are no stranded visitors.

## INFORMATION FOR CALLGROUP MANAGERS ONLY

One individual in each household has been assigned as the CallGroup Manager who can access the portal to set up callgroups.

### Log In to the Web Portal

This individual will receive an automatic email with links inviting him/her to register his/her account on the Web Portal (instructions are also provided below).

**Note:** Search your email for a message from **alerts@cell-gate.com** as it may be located in a junk or spam folder.

Use the following steps to register your account so you can use the portal:

1. Access the web portal at cell-gate.com (<https://user.zapopen.com>)
2. In the **Email** field, type your email address.

**Note:** If you did not provide the HOA with an email address or you share one with someone else, then use the following format:

*yourcellnumber@cellgate.com*

3. In the **Password** field, type the password you would like to use.

Password must contain:

- Minimum 8 characters
- Maximum of 15 characters
- At least 1 digit
- At least 1 lowercase letter

4. In the **Repeat Password** field, type the same password again.
5. Click **Create Password**.

After your account has been set up, you are ready to take the next steps of receiving calls from the system.

### Set Up a Video Callgroup

The following instructions are for a typical set up in most households.

1. The **Display Name** field shows the directory name that will display on the call box to initiate calls to your household.
2. The **Address** field is only visible to System Administrators; visitors cannot see this information.
3. In the **Cellgate App Calls First Called** section, the Callgroup Manager name will appear by default in the first field.
4. In the **Cellgate App Calls Second Called** section, using the drop-down list, select the individual you would like to designate as an alternate person to call for gate access. This is typically another household member, but you can also leave it empty.

**Note:** When there is a person selected in both the First Called and Second Called sections, the system will call both individuals simultaneously until someone answers.

5. In the **Telephone Entry Calls** section, type a phone number in each field in the order in which you would like the system to call. This is typically another household member. The first field must contain a phone number, but you can leave the 2<sup>nd</sup> and 3<sup>rd</sup> field empty if you do not want the system to attempt to call anyone else.
6. Click **Save All**.

## **TECHNICAL SUPPORT**

For technical assistance, contact CellGate Support at 972-231-1999, option 2.