

# Country Village Estates

250 Theodore Drive  
Coram, New York 11727

## How to Use Your New Tele-Entry Access Control System 1.2.3.

### Resident Entry

Resident may enter the complex through the gate via three methods:

- **Transmitter:** while in right hand entry lane, press either the 1 or 2 button on your remote. Right hand gate will open and you may drive through
- **Key fob/card:** In the left hand entry lane. Place you Key fob/ card next to the keyfob/ card reader on front display. Left hand gate will open and then you may enter.
- **Follow visitor entry below.**

### Visitor Entry

Visitors will follow instructions on the Tele-Entry Access control panel as follows:

1. **Visitor knows the name:** Visitor will press (A) to (Z) to find name. When name is highlighted, press the [CALL] button. The system will automatically call the house.  
-- or --  
**Visitor knows the unit number:** Enter the unit number and system will automatically call the house.
2. Visitor waits for resident to answer. If there is no answer press (CALL) to cancel. Try again later.
3. Wait for an answer and then engage in conversation with resident.

### Resident Allowing Visitors Access

Visitor access is strictly up to the resident's discretion.

1. Your phone will ring. Pick up and engage in conversation.
2. If access is warranted, tell the person at the gate that you will let them in.
3. Press (9) on your touch-tone phone. You will hear a beep and get disconnected. This means the gate has opened and the visitor can enter.

**Note:** You may need to press and hold (or press repeatedly) number nine (9).

### Visitor Access via Entry Code

Your entry code is the pound sign (#) followed by the last four digits of the phone number you submitted when you registered for gate access. On the gate panel key pad, visitor will press the entry code, after which the gate will open.

For suggestions to resolve issues with opening the visitor gate, see the following page.

## Troubleshooting Gate Problems

If the visitor gate fails to open using the methods described on the previous page, try following the troubleshooting suggestions below:

1. Don't try to answer the call on your speaker phone as the tone needed to open the gate may not work.
2. When you are talking to your visitor press 9 and hold. You may hear a tone and the call will disconnect when the gate opens. If it does not, try pressing and holding 9 again.
3. You may have to have your guest try calling a second or third time, and try holding the 9 again.
4. Verify that your visitor is calling from the display panel and not a cell phone.
5. Verify the code your visitor is entering. Many of those denied access were typing in one or two numbers or an invalid entry code. For example, for unit 55, instead of entering 055, visitors entered 5 or 555, which will deny access.
6. The alternate way to allow visitor access is by way of an ENTRY CODE. Advise your visitor that they need to end this call and on the gate panel key pad press # and a four-digit number which should be the last four numbers of the phone number you submitted to be linked to the gate system. Once they do this the gate will open. Please remind them to enter the numbers slowly as a number of homeowners have had Typos with the second and third number being switched and then the gate won't open.
7. For those using cell phones instead of landlines, the problem is in the dual-tone multi-frequency (DTMF) tones used by automated dial-in systems such as voicemail, or where prompts are used to navigate. For our gate you will need to press and hold 9. In addition:
  - a. If you have an iPhone there are several settings you will need to adjust.
    - i. Go to **Settings > Cellular > Cellular Data Options > Enable LTE > Data Only**
    - ii. Change the setting from **Banner** to **Full Screen**. When your phone answers in **Banner** mode the key pad may not show, in which case press 9.
  - b. If you have any other cell phone you may need to contact your carrier to have the DTMF sound set to LONG/. Not all carriers can do this, and with each upgrade we are losing the access to that setting to change. Below are a number of "fixes" that vary based on phone and what version.
    - i. Go to setting **Accessibility**. Change **Touch and hold delay** to **Long**. When entering digits to an automated system (such as a bank) press each number longer than usual--for instance 1 second.
    - ii. From a **Home** screen, touch and swipe up or down to display all apps. These instructions apply to Standard mode and the default Home screen layout.
      1. Tap **Phone** , then tap the **Menu** icon  (located in the upper right corner).
      2. Tap **Settings** then tap **Other call settings**.
      3. Tap **DTMF tones**, then tap one of the following:
        - a. **Long**
  - c. For some versions of Android, you may have to do the following:
    - 1 Tap the **Phone**  icon.
    - 2 Tap the **Menu**  icon (upper-right).
    - 3 Tap **Settings**.
    - 4 Tap **Calls**.
    - 5 Tap **Sounds and vibration**.
    - 6 Tap **Dialpad Tones** to enable.
    - 7 Tap **Dialpad tone length** and select the option for **Long**.
  - d. Your Wi-Fi setting may also need to be disabled. When responding to calls, your phone slips to Wi-Fi depending on where you are from and your standard carrier settings.