

# GATE ENTRY TROUBLESHOOTING

## 1. IF THE GATE IS INOPERATIVE

If the gate isn't working or is stuck in the open or closed position due to a mechanical defect, contact a member of the Gate Committee:

Stacey Johanning , 302-3492 ([staceyj@laser-blades.com](mailto:staceyj@laser-blades.com))

Nora Branconi, 504-9144 ([norab@comcast.net](mailto:norab@comcast.net))

Lori Richards, 228-4927([lori.a.richards@verizon.net](mailto:lori.a.richards@verizon.net))

## 2. CLICKER PROBLEMS

The following assumes that other residents are able to enter the community using their transmitter.

**A. To check your four digit code:** Input your four digit code at the telephone call box and the digital readout should read, ACCESS GRANTED ENTER NOW. This will indicate that your code is functioning properly. If your four (4) digit entry code does NOT function contact Jim Unger, the Association Manager, at [communitymanagement@comcast.net](mailto:communitymanagement@comcast.net) or at 378-8401.

**B. To check your transmitter(s):** Press the button on your transmitter intermittently (one second push and release...at least two times) near the front of the callbox and the digital readout should read ACCESS GRANTED ENTER NOW. This will indicate your transmitter is functioning properly. If your transmitter does not function properly and you have not changed the batteries in the last two years, change the batteries and try again. If your transmitter is still NOT functioning properly contact the Association Manager.

**C. To check the Guest caller function:** Scroll in the Directory (at the telephone callbox) to your name and enter the three digit code next to your name, the system will automatically dial your home landline telephone number and someone (this is a two person test) at your home will have to be available to answer the phone. You have 1 minute before the call is automatically disconnected. The person in your home should press 9 and the digital readout should read ACCESS GRANTED ENTER NOW. If this function is NOT working properly contact the Association Manager. The procedure for using the guest caller function is on our website at [www.snipurl.com/palmerglenn](http://www.snipurl.com/palmerglenn)

### **3. ADDITIONAL INFORMATION**

When entering the community (driving slowly) using your transmitter, just before you pass the callbox, press (approx. 1 second) and release (approx. 1 second) the button on your transmitter intermittently until you see the gate start opening. If you briefly look at the digital readout on the callbox after you press and release the transmitter button you should see - ACCESS GRANTED-ENTER NOW - , this will indicate that the unit received your signal and the gate should open. If you do not see ACCESS GRANTED-ENTER NOW there is a good chance that the gate will not open and you will have to enter your four digit manual code into the entry callbox.

Please DON'T CARAVAN behind the car in front of you, this is dangerous and the gates may close against the sides of your car. Also, the speed limit entering and traversing our community is 20 MPH or SLOWER.

Our entry is monitored 24/7 with digital recording cameras. Drivers causing damage to our gates will be held responsible.