

Fairfield at Boca Homeowners Association

c/o Residential Management Concepts, Inc.
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Dear Fairfield Residents,

We have been receiving calls in the office regarding receiving text messages hours/days after the guest has come through the gate. We have reached out to the software company and this is their response to help elevate this problem.

Support Wed 12/06/2017 12:26 PM UTC-05

The delay in notifications is based on the users phone. Residents that keep every text message and MMS message with pictures take up a lot of space. Texts from one iPhone to another will be received because iPhone to iPhone has priority. Text notifications are sent via SMS (short messaging service) this is the lowest priority with regards to messaging. Since we are not sending a text from an IPHONE or Android there could be a delay. The best way to resolve this is to clean up some of the text messages that are not needed and the texts will appear quicker. This is not a limit or issue with our system we are constrained by the SMS service.

Below are some links that talk about this issue:

<http://www.smartmobilephonesolutions.com/content/how-to-fix-delayed-messages-on-a-mobile-phone>

<https://community.verizonwireless.com/thread/898539>

<https://www.lifewire.com/permanently-delete-text-message-iphone-2000107>

Thank you,

Dawn M. Bedusa

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Access your associations web-site (www.fairfieldatbocahoa.com) so you may view your associations documents, your meeting dates, minutes, forms, etc.