

WATCHMAN XL BY CELLGATE

A new security system for the Eagle Pointe properties was activated on March 13, 2023. It consists of Liftmaster gate operations, Liftmaster Radio Frequency Identification Readers (RFID), and Cellgate WXL visitor/vendor access control. The system includes cameras at each gate which perform an image capture and record of each entry onto the property.

This packet of information has been prepared to introduce owners to the operation of the Cellgate Watchman XL system, options for access, and resources for support and troubleshooting. A “User Guide” can also be found on the company’s website (cell-gate.com).

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Getting Started

When a property is sold, the new owner should receive a temporary gate code from the selling agent/realtor which is valid for at least 10 days.

Realtors/agents are also responsible for notifying the Eagle Pointe Security Team of the new owner(s) name, mailing address, e-mail address, and phone number. The Security team will provide two RFID stickers to the new owner at no charge and set them up on the gate entry system. The Security helpdesk can be contacted at eaglepointe.gate.help@gmail.com for any questions or concerns.

NOTE: Do not keep more than one RFID sticker/tag in a vehicle. The sensor is powerful enough to “read” a second signal (even through a purse or other storage) and the gate may not open.

How do residents access the campus?

- a. Residents can enter any Gate to access the campus and move freely through all Gates with their RFID sticker or hang tag.
 - Stickers should be placed on the inside upper left corner of the vehicle’s windshield.
 - Hang tags may be hung from the rearview mirror.
- b. Residents approach any Gate and an RFID scanner will read the sticker/tag and open the Gate. Snow, rain, and bad weather do not affect operation.
- c. Owners may purchase up to four additional stickers or hangtags (total of 6 allowed) by ordering through the Pointe Services website at eaglepointepsa.com.

Three methods to grant access to visitors, vendors and family members:

Helpful tip--Provide your property’s specific gate number (1,2,3,4,or 5) along with the street address to insure that visitors are at the proper kiosk on arrival.

1. *Method One – If you have a landline or cell phone*

- a. Visitor arrives at the appropriate Cell Gate WXL Kiosk.
- b. Visitor presses “Directory” on the Kiosk screen. Visitor then presses “Touch Here To Begin Search”, then enters the first three letters of your last name on the screen display.
- c. Visitor touches your name on the screen.
- d. Your phone is called from the Gate using the phone # (972) 231-1999.
Be sure to add this CellGate phone number to your contacts for easy identification.
- e. You answer the phone and are told “You have a visitor” at the Gate. “Press 1” to continue, then press “9” to open the gate (there is no prompt).

2. *Method Two - If you have a cellphone, it is recommended that you download the Cell Gate app (zapopen.com) to enhance functionality.* The app provides live video as well as voice interaction with visitors.

(Method Two—continued)

- a. Visitor arrives at your assigned Cell Gate WXL Gate Kiosk.
- b. Visitor finds your name on the Kiosk as described in Method One.
- c. Visitor presses your name.
- d. The system first calls the app and rings for 30 seconds before calling your phone number. This step happens even if the app is not installed.
- e. Your cell phone rings, and live video stream of visitor appears on your cell phone screen if the app is active and running in the background.
- f. You can see and communicate with the visitor, then press a screen button to open the Gate.

NOTE: You can be anywhere to answer the phone and let someone in. You do not need to be at your residence.

3. Method Three - Residents can also generate a 24 hour guest "Day Pass" using a QR code

- a. Using the Cell Gate app, you generate the QR code and send it to whomever you wish to grant access. You define the entry date up to one week in the future, start time, and duration for up to 24 hours. The QR code is sent via text or email to the phone/email of your choosing.

NOTE: You can also contact Cellgate by phone and they will help you generate a QR code.

- b. On the Cell Gate Kiosk screen, your visitor simply presses "Guest QR Code" on the screen and shows the QR code to the screen and the Gate opens.

You do not need to answer a call when a visitor uses the QR code.

- c. The QR code can be used for unlimited entries for up to 24 hours.

How do short duration rental property owners grant access for their clients (e.g., Air BNB)?

- a. Short-term RENTAL Property Owners will receive two hang tags per property owned. These are RFID access "hang tags" that hang on the back of the rearview mirror and will provide Renters with full campus access. They can be re-used at no charge.
- b. Initial campus access will be via a QR Code generated by RENTAL Property Owners and emailed to their clients or an access call from an arriving short-term visitor at one of the three access gates Kiosks.
- c. After arrival, Short-term RENTAL Property Owners will give a hang-tag to short-term renters in whatever manner the RENTAL Property Owners choose.
- d. The short-term RENTAL Property Owners will need to recover RFID "hang tags" from their clients for re-use. If a tag is lost, the Property Owner may purchase a replacement. For security purposes, the lost "hang tag" must be *deactivated* before a replacement "hang tag" can be reissued. The fee to deactivate and replace a lost "hang tag" is \$25.
- e. Short-term RENTAL Property owners will need to adopt "hang tag" protocols suitable to their business and client servicing needs.

How will longer duration property leases be managed?

Longer-term lessors will be just like full-time residents or short-term renters. Full campus access will be granted. Two RFID stickers or two “hang tags” or combination thereof will be issued to LEASE Property owners at no charge as they request.

- a. LEASE Property owners will need to contact the Eagle Pointe security helpdesk (eaglepointe.gate.help@gmail.com) as well as the property manager, if applicable, to provide the new LESSOR’s phone number and email address.
- b. This information is required to enter the longer-term Lessor into the appropriate data bases, to enable visitor access, and to provide email functionality for the receipt of Eagle Pointe official communications.
- c. At the end of the longer-term lease, the LEASE Property owners must send an e-mail message to the EP Security team to de-activate the lessor’s RFID sticker/tag. Owners must also notify any property manager of the de-activation.
This is necessary to maintain campus security. The fee for this service and reissuance of a new RFID sticker is \$25. NOTE: “Hang Tags” can be reused at no charge.

NOTE: Landlords must register their rental property with the Pointe Services Association.

How will UPS, FedEx, USPS and Amazon enter the campus? What about other delivery vendors (e.g., Lowes)?

- a. Amazon has installed an access control module in all five Cell Gate WXL access control Kiosks located at each gate within Eagle Pointe. Their drivers have a unique Amazon remote that interfaces with the Eagle Pointe system
- b. UPS, FedEx and USPS will utilize a code or RFID hang tags.
- c. You can admit other delivery companies and vendors via your phone, or by issuing a “Day Pass” QR Code from the CellGate app .

How will emergency responders access the campus?

- a. Emergency responders will have a combination of RFID stickers, special systems long in use by the emergency responders (e.g., Knox Boxes), or whoop sirens that activate audio sensors which in turn open the gates.
- b. The Monroe County Sheriff’s office, county Fire Marshall and local ambulance services will use RFID hang tags

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Resource/Contact information

- Eagle Pointe Security team—Gate Helpdesk e-mail: eaglepointe.gate.help@gmail.com
- Cellgate—website: www.cell-gate.com, select “multi-tenant solution”
 - Mobile app: zapopen.com
 - Phone: 855-694-2837, press”3”, then “2”
- Pointe Services Association website: eaglepointepsa.com