



## **USER INSTRUCTIONS FOR THE LINEAR ACCESS SYSTEM**

Your vehicle gates are equipped with a Linear access control system. Please read these instructions carefully to familiarize yourself with the proper procedures for using the gate system.

### **DIRECTORY/VISITOR CALLING:**

When you have a guest visiting your community, YOU will have control whether the visitor will be allowed to enter or not. Your name has been entered and a personal directory number has been reserved in the entry system (if your name is not in the gate, please contact your property manager and they will notify Custom Security of changes that need to be made).

NAME DISPLAYED \_\_\_\_\_

DIRECTORY NUMBER \_\_\_\_\_

Your visitor can view an alphabetic list of all the names on the entry system's display. When the visitor selects your name, your directory number is displayed. When the visitor enters your directory number, the system will automatically call you. *Your telephone number will NEVER be displayed to the visitor.* If the visitor already knows your directory number, they can press the symbol of the phone immediately, then enter your directory number (ex: press symbol of phone + 1234). If you are using the phone that the directory rings to, the system's display will tell the visitor your line is busy (if you have call waiting, simply switch to the visitor, grant or deny access, then switch back to your call).

### **RESPONDING TO A VISITOR'S CALL:**

When you answer a visitor's call, talk to the visitor and decide if you want to let them in or not (call time is typically 60 seconds). During the last ten seconds allowed, beeps will sound to warn you of the limited time. You can press the # to extend the talking time if needed.

Choose one of the following options:

\*Press 9 to open the gate, and then hang up

\*Press \* or just hang up to disconnect the guest WITHOUT granting access



**ENTRY CODES:**

You may have been assigned an entry code to allow your own secure access.

Entry code(s): \_\_\_\_\_

Keep your code(s) private to maintain security. An entry code will open the gate near the keypad it is entered on. If you make a mistake entering a code, press the key symbol to reset the main keypad, then enter the correct code. If you press the incorrect code a certain amount of times (typically 3 or more) the system will lock for a period of a minute or longer. Wait a full minute before attempting the code again. If your code is still not working, please contact your property manager and they will contact Custom Security to troubleshoot.

**USING CLICKERS OR FOBS/CARDS:**

You may have been issued one or more wireless remote/device to grant access into your community. Pressing a button on your clicker or holding the fob/card up to the card reader will open the gate. Check with your property manager to know which device your community uses.

Clicker(s): \_\_\_\_\_

Fob/Card(s): \_\_\_\_\_

**\*\*If your clicker is not working please try the following: change the battery in your clicker (there is an opening on the side of the device that with a flathead screwdriver can carefully be pried open. The batteries can be purchased at most convenience or battery stores). If after replacing the battery the device still does not work, please contact your property manager and they will partner with Custom Security to troubleshoot.**

**\*\*With your fob/card: please keep these away from prolonged exposure to direct sunlight (ex: on your dashboard) and do not immerse in water; these can damage the devices and cause them to stop working. If your device has stopped working, please contact your property manager and they will partner with Custom Security to troubleshoot.**