

Security Gate Operating Instructions

Entrance lanes:

The resident entrance is the lane to the north (farthest right lane as you enter) and requires a card to activate and open the gate.

Hold the gate card up to the lower card reader (window level) to open the gate.

The “long-range” cards/stickers should be placed inside the front vehicle windshield in the upper corner, driver side. The taller card reader will activate and open the gate.

The lane to the left of the resident lane (closest to the gatehouse) is the visitor entrance. All visitors must stop at the call box to contact the property owner/resident for entry.





Visitor Call Box touch-screen system:

Property owner/Resident names are listed in the directory as “last name, first initial, 3-digit code”

The visitor must select the “Press to Call” circle on the left of the screen, and can:

1. Scroll through the names using the arrows on the right.
2. Select the green bar and “search” for your last name and as it is typed in, comparable names will begin to appear and your name can be selected.

OR

3. If the visitor knows your old 3-digit code, they can “search” by choosing the number keypad and enter your 3-digit code. **Use the keypad which appears on this screen with names and codes. Do not use the keypad for four digit entry.**

Your name will appear and can be selected.

When your name is selected, the system will call the phone number registered with your gate card.

When you answer you will be directed to “press 1 to connect” and will then able to speak to the visitor and open the gate.

If you wish to open the gate, press “9,” the call will disconnect, and the gate will open.

When you receive the call, it will come from phone number: 972-231-1999 Dallas, TX (CellGate)

We recommend that you create a contact in your phone such as “Gate – Lake Ramsey” so you will recognize this phone number when you are called.

Video Surveillance

There is a video recording of all vehicles entering and exiting. There is also a electronic record of entry to the gates.

PLEASE do not advise visitors or unauthorized vehicles (including vendors or contractors) to risk vehicle damage and follow another vehicle through the gate. Please encourage visitors to use the call box and enter with your permission.

Each visitor should be cleared by the resident/property owner before entering the subdivision