

Springfield Park Place Security System

First and foremost thank you all for your patience and cooperation during our transition to our new security system. We have received positive feedback along with your questions has helped us streamline this process.

We hope this update will clear up any confusion on what will be transpiring over the next several weeks. The security system installation has been broken it into two phases, **Phase 1 Resident Access-Phase 2 the Virtual Guard.**

Phase 1 – Resident Access January 27th 2014.

- By now most residents should have picked up there u-Passes for community access, if not we strongly suggest you make the necessary arrangements to do so.
- On or about January 27th your handheld gate access remote will no longer be active. The u-pass system will be fully operational for access into the community. Residents will enter the community as usual, only using u-Pass & plate recognition to gain access instead of using the handheld REMOTE.
- The security guard will still be onsite through the month of February as we make this transition.
- A battery Backup system have been added to the gate installation, in case of a power loss.
- Exit gates will remain down 24/7 moving forward. They open automatically when exiting.

Phase 2- Virtual Guard (Visitor Access) Mid-February 2014

- On or about February 15th, Residents will be receiving instructions and contact information on how to set up their personal ID & Password with the Central Station Monitoring Company (Virtual Guard). The company name, phone number, and contact person will be provided at that time.
- We anticipate the Virtual Guard will be live by Friday, February 28th 2014.
- Residents that are home expecting visitors- **Nothing has changed**, Visitors enter at the visitors gate guest looks up residents name or uses a unique shortcut. If you never received a shortcut (see Angela for your shortcut), system dials resident, resident presses (9) and the gate opens.
- Using the Virtual, One button access- The Virtual will welcome you to Springfield Park Place and you will be asked how they can assist you.
- One of the following will happen.
 1. If no one is home at time and you have a password, the gate will open
 2. If you are expecting a delivery, Virtual Guard will call your home for authorization for access.
 3. Newspaper deliveries, FedEx, Mail, and UPS, will have a unique ID to gain access into our community.
 4. Contractors & Utility Companies will gain access through the visitor's gate using the Virtual Guard during hours of 7am-7pm i.e. PSE&G, JCP&L, Comcast, Verizon, American Water etc.
 5. Flexible and temporary passwords can be set up for those special circumstances & occasions if required.
 6. Visitors having a guest u-pass will enter using the resident's gate, and if they do not have one, they are required use the intercom or the Virtual Guard on the visitor's side for community access.
 7. All mutual aid-Fire, Police & EMS have their own unique way of entering for emergencies.
 8. Hearing impaired- A unique code will be set between with the families & Monitoring Company for ease of access.
 9. School busses will not be impacted during the testing phase. Arrangements are being made with the bus companies once we go-live.
 10. Check the website for weekly updates www.springfieldparkplace.com.