

FROM THE MAIN GATE

September 2018

In last month's article, I briefly mentioned that guests may call residents from the North and Main Gate Guest Phones in order to gain entry into Hershey's Mill. This month, I would like to relay to residents the instructions that their guests must follow to operate these guest phones. To do so, your guest must:

1. **Know** the HOUSE (Address) NUMBER of the resident they are visiting.
2. **Press** the RED BUTTON to activate the phone.
3. **Enter** the HOUSE (Address) NUMBER as a **4-DIGIT NUMBER ONLY**. If the house number has fewer than four digits, add the zeros at the BEGINNING of the house number in order to make it a 4-digit number.

EXAMPLES

House number 7 would be entered as 0007

House number 91 would be entered as 0091

House number 897 would be entered as 0897

House number 1162 would be entered as 1162

4. **Wait** for a few seconds while the phone dials the residence. Once the resident picks up, both parties can speak with each other for 60 seconds before the phone hangs up.
5. **The resident must press "9" on THEIR phone to open the gate.**

Now that Hershey's Mill has transitioned to voice over internet phone service, you may find it necessary to press "9" several times in order to raise the gate for your guest. After pressing "9" a few times, rather than hang up immediately, verify that your guest is no longer on the other end of the line. If the line is dead, this signifies that the gate went up.

A common misconception is that a guest can pull up to the guest phone and use their cell phone to call the resident, in order for the resident to open the gate. This is inaccurate, as a cell phone has no connection with the gate itself. All calls must originate from the guest phone. If you find yourself in a situation where you are pressing "9" on your phone to open the gate, but your guest states the gate is not going up, please make sure your guest is not calling you from a cell phone.

Lastly, the guest gate phones can be programmed to dial one phone number, containing an area code of 484 or 610, per residence; and this phone number can be either a landline or cell phone number. Any phone number given to Security that contains an area code other than 484 or 610 cannot be entered into the guest gate phone system.