

FROM THE MAIN GATE

September 2019

Last month, we discussed our new Guest Gate Phone Boxes and how to operate them; and this month, we would like to offer a few important updates to that information:

1. When receiving a phone call from either the Main Gate or North Gate Guest Phone Boxes, your Caller ID should show a call coming in from “HM Entry Gate” with a phone number of 484-787-2992.
2. We have experienced several instances where a guest will use the Phone Box, and they will be instructed to enter a code (which isn't possible) to prove they are not a robot caller. In these instances, the call will not go through to your house; and it's caused by the resident subscribing to a scam/robot call blocking service. If you use any type of call blocker, like NoMoRobo, to block scam, robot, or solicitation calls, you will need to add the Guest Gate Phone Box phone number to your “white list” or “exceptions list.” This phone number that must be white listed is **484-787-2992** for both the Main Gate and North Gate phone boxes.
3. When a guest calls you from the Phone Box, **you** press “9” on your phone to open the gate. When the gate goes up, you will hear a ringing noise. If you do not hear that noise immediately after pressing “9,” then please press it every few seconds until you hear the ring.
4. Currently, the Guest Phone Boxes are programmed to call a resident's home phone number, then a cell phone number, if nobody (or no voicemail) answers the home number. Residents can request to have the Guest Phone Box dial ANY TWO numbers they prefer...even long-distance cell phone numbers...by calling Director of Security Marc Fraser @ 610-431-4006. Please do not make this request via email or by calling the Security Center 24-hour line.