Sentex Resident/Tenant Telephone Entry Instructions

System will be operational daily from 10:00 p.m. to 6:00 a.m.

How a visitor contacts you

The system uses your existing telephone to let you talk and allow them access to the building or complex. A Visitor will find your special "Directory Code" on the system's directory listing and enter your code on the keypad. This then dials the number you have selected to be programmed into the system's memory. The visitor will never see the actual telephone number.

When You Answer the Visitor's Call

Upon answering the telephone, you will be in a normal conversation with the visitor. Be sure to speak clearly and strongly so the visitor can hear you. The call can only last for a limited amount of time so you will need to take one of the following actions in response to the call:

1. Press "9" on your phone to open the gate
2. Press * to hang up without granting entry.

You should not grant access unless you verify through the phone that it is your guest/visitor/etc. that has arrived. If you are on the telephone when a visitor tries to call, he/she will receive a busy signal unless you have Call Waiting. If you have Call Waiting, simply switch over to the call from the visitor, let him/her in, and then go back to your original call.

Personal Entry Codes

Each owner will be issued an access code with their 2010 decals. This code is for owners who do not have transmitters and for those who do, a code is issued in case it is needed for any reason (transmitter stops working, forgot transmitter, etc.) This code is your personal code and must not be given to anyone else. If you should have a renter/guest/tenant that is staying in the unit and they need access between the hours of 10:00 p.m. and 6:00 a.m., please contact the office so a separate code can be issued. This code can then be removed from the system once the renter/guest/tenant ends their stay. It is each owner's responsibility to make sure this code as well as any code issued to a renter/guest/tenant is kept confidential. This code should only be used if you do not have a transmitter and need access between 10:00 p.m. and 6:00 a.m. Below are the instructions for using your entry code:

1. Enter the 4-digit code on the keypad. Do not push the # button; simply enter the 4-digit code.

2. If you make a mistake while entering the code, press the * key. This will clear your entry and allow you to start over from the beginning.

3. If you suspect your code has become known to others, please contact the management office so that it can be changed immediately.

If you have any questions regarding how the new gate system will work, please contact the Management office at (760) 346-9000.