

VISITOR ACCESS SYSTEM QUICK GUIDE

Rietvlei Heights Visitor Panel Number

082 816 2957 Main Gate

Communication with the system is only possible if your phone number is listed on the Estate database

When your visitor arrives at the gate

- Step 1:** Your visitor must furnish the guard with your **STAND** number for effective access to the Estate, should your visitor provide alternate information the access process will take longer and cause delays at the gate
- Step 2:** A call will be placed by the guard to your phone announcing your visitor
- Step 3:** Press **9** on your phone to grant access for your visitor, an "access granted" voice will be heard and your visitor is granted access

If you do not want to grant access to the visitor press **###** on your phone and an "access denied" voice will be heard

Access Granted



Access Denied



When your visitor exits the Estate

Once you have granted access to your visitor by pressing 9 on your phone your visitor will receive a printed slip containing a one-time PIN for use at the entrance and the exit

The PIN number must be presented by the visitor (on the keypad) to enter and exit the Estate.

The expiry date and time of the PIN is indicated on the slip.

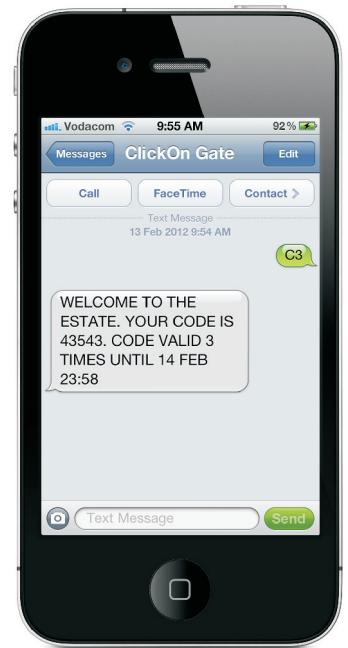
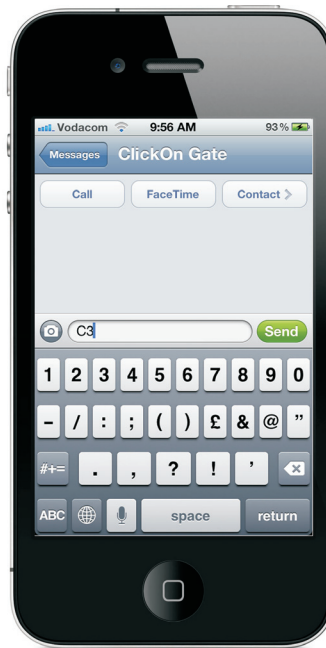
Should your visitor arrive at the exit gate with an expired PIN number, the guard will contact your unit as per the entry process described above to activate a new exit slip.

Visitors to the Estate will only be granted access on condition that the driver of the vehicle is in possession of a valid driver's license

Pre-clearance of visitors via sms

This Feature is only available via cell phone

- Step 1:** Ensure that your cellular number is loaded on the Estate database, if it is not listed the sms features of the system will not be available to you
- Step 2:** Decide on how many visitors you would like to pre-clear for the day
- Step 3:** Should you require 3 visitors to have pre-clearance access codes, sms **c 3** to the visitor panel at the number listed above
- Step 4:** You will receive an SMS reply from the visitor panel containing the Access code



Forward the sms to your visitor/s who in turn communicate the code to the Guard at the visitors entrance lane to access the Estate

Access codes will only work for the number of times they were requested and will automatically expire once their time limit as indicated on the pre-clearance sms is reached

Extended Pre Clearance Codes

An extended pre clearance access code can be requested in instances where the resident requires an access code to work multiple times for an extended period.

As per step 3 of pre-clearance codes, simply add the start and end date to the sms code request

The format is as follows:

c xx yymmdd yymmdd (note the spaces between the various fields)
(start date) (end date)

- c** = Code command
- xx** = Number times the code must work
- yy** = Year i.e. **13** (2013)
- mm** = Month i.e. 01 to 12
- dd** = Day

Example:

You require an access code to be valid from the 25th December 2013 to the 28th December 2013 and you require the code to work 3 times **only** for the period, send the following sms:

c 3 131225 131228

Please note that start and end dates may not exceed 30 days