

## **Diaz Village – Introduction to Access Control and our Intercom.**

Dear Resident,

Our intercom is available for use by all residents (homeowners & tenants) to enable convenient and secure access into Diaz Village. The unit is located on the wall at our main gate and it connects with users via the 4G cellular network or Bluetooth, see below. Cellular phones must be pre-registered on our system and multiple phones may be linked to each household.

**Our Intercom Phone number** is: **067 305 0687** - Please store this as a contact in your phone. You can call the intercom directly on this number to immediately open the main vehicle gate then disconnect the call (will be treated as a no charge 'missed call') or you can use the Accentronix Smart App as explained below.

**Smart App Access on your phone:** You can use this phone app to open the complex gate as if it were a remote, as follows: 1) Normal Use (using a 4G cellular connection similar to above, just press & hold the 'Entrance Gate' button for 2 seconds to open) or you can open the gate with 2) Bluetooth (you must be within 6 metres of the gate and switch Bluetooth on) This Bluetooth feature gives an additional level of access in the event that the Vodacom cellular network is out of service i.e. excessive load-shedding or towers are down.

To use the Smart App: Download and install the Accentronix Smart App from the App/Play stores. Open the app then enter your cell phone number to register, you will receive an OTP, enter this to activate. Whenever you want to use this app in Bluetooth mode to access Diaz Village, you must set the app Bluetooth Control button to ON then press & hold the 'Entrance Gate' button for 2 seconds to open the gate.

**Visitor Invite with OTP:** Using the Accentronix Smart App you may send a One Time Pin to an invited visitor who then enters this OTP into our intercom keypad to open the gate. To use, open the App then select the Invite Guest icon (located just above the Entrance Gate button) on the app screen. Enter your visitors name and number on the invite guest screen then send by either SMS or WhatsApp. The OTP is valid only for one day and one time use but you may change the date and expiry time, if necessary.

**Your Intercom Code:** This number will be given to you when registering your phone with the HOA. It is linked to only your phone; give to your visitors to enter into the keypad when they arrive at the gate. When your visitor calls you via the intercom, you have 40 seconds to talk or respond before the call is automatically disconnected. You can respond as follows:

- **Enter 1 or 9** (use 9 if you have problems with an iPhone!) on your phone keypad to open the vehicle gate or
- **Enter 2** on your phone keypad to open the pedestrian gate. Please use this security feature whenever possible to limit unnecessary openings of the main gate.
- **End the call** if you don't recognise the caller. Be 'Security Aware' at all times and DO NOT open the gate if you don't know the caller.

Trusted frequent visitors i.e. close family/carers/contractors can have their cell phones setup (temporary or permanent) on the intercom allowing them to call the direct intercom number to automatically open the gate when they arrive. Limited access for contractors can be setup with dates/days of the week/time of day settings to provide controlled access. Please contact Roy or André to discuss these options.

**Exiting the complex:** 1) Gate opens automatically when a vehicle triggers the sensor in the road. 2) Pedestrians should press the double buttons on the push-pad to open the gate. The gate closes automatically in all cases.

**Note on entering the complex as a pedestrian:** As soon as you are inside the gate, you should press the pedestrian exit push-pad to stop the gate from opening fully and immediately close behind you. Please use this security feature whenever possible to prevent the gate from staying open unnecessarily.

#### SECURITY AWARENESS:

1. When driving in or out of the complex, please pause to check that the gate closes properly behind you. You are reminded that it is YOUR responsibility to ensure that no undesirable persons enter our complex.
2. Please DO NOT open the gate for any other person or vehicle that you don't recognise.....your act of kindness may have dire consequences! The complex gate is our greatest security weakness so your vigilance in this area will be appreciated by all of us.

For further information, contact André (Chairman) at [admin@diazvillage.co.za](mailto:admin@diazvillage.co.za)

For general complex matters, contact Roy (Complex Manager) at [roy@burnard.eu](mailto:roy@burnard.eu)

Regards,

Updated 11/09/2023 by A Jacobs (new intercom VOLTE number)