

THE MASTERS GROUP
Association Management Company

P.O. Box 20094

San Jose, Ca 95160

Phone: 408-445-4455 Fax: 408-266-6748

NEW PHONE ENTRY INSTALLATION SCHEDULED FOR
9/20/2012

***If you would like a copy of these instructions please contact the Masters Group at 408-445-4455**

Resident Instruction Sheet

Your building / community has been equipped with a DoorKing Telephone Entry System that will provide communication for your guest from the lobby door / gated entrance to your home by use of the local telephone network. If you have any questions regarding the use or operation of this system, please call 408-445-4455

Guest Communication Your name and telephone number have been programmed into the telephone entry system (if you have provided the info) under a specific DIRECTORY CODE - THE CODE IS YOUR UNIT#. When a guest comes to visit you, they will look your name up in a directory. Your DIRECTORY CODE will be shown to the right of your name. Your guest will enter this code on the system keypad that will cause the system to place a call to your home (If your guest already knows your directory code, they can simply enter the code on the Keypad without having to look up your name). Some systems are equipped with a CALL button. When your name is displayed in the directory, the Guest can press the CALL button to establish communication with your home.

Granting or Denying Access

Once you have answered the phone call and you have identified your guest, you have the choice to either grant access or deny access to your guest. To grant access to your guest, press 9 on your touch-tone telephone. The telephone entry system will respond with a confirmation tone indicating that the door or gate is opening and will automatically disconnect itself. Some newer telephones emit a very short duration when the number is pressed. If your telephone does this, you may have to press the open number twice in rapid succession to open the door or gate.

To deny access to your guest, press the # key.

Rotary Phone Only: If you have a rotary dial phone, dial 9 to grant access. To deny access, hang up.

Call Waiting If you are on the telephone when a guest tries to contact you from the telephone entry system, they will hear a busy signal and will have to wait for you to end your call before they can contact you. To eliminate this problem, you can order call waiting from your local telephone company.

Privacy If you do not want your name and/or apartment number listed in the electronic directory, inform the system administrator of this. Your telephone number can be stored in the system without your name being displayed on the directory. If you choose this option, you will need to inform your guest of your directory code, otherwise they will have no method of contacting you from the entry of your building / community through the telephone entry system.