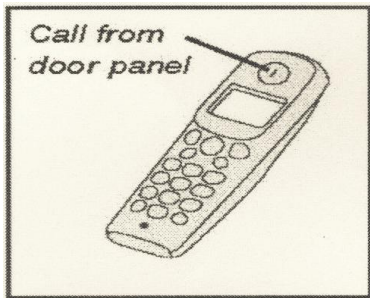


Vehicle Gates

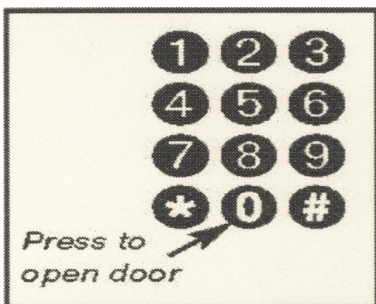
Answering Visitor Calls

What to do if a Visitor in a vehicle comes to the gates when they are closed at night.



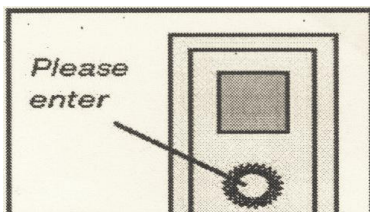
How do I know if a call is from a visitor at the gates?

When you answer the phone you will hear a message "Call from the Door Panel" - You then may speak to your visitor as you would normally when on the phone.



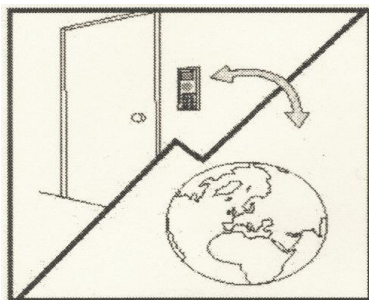
What do I do if I want to open the gates?

Just press the **0** button on your handset. Release it immediately, there is no need to hold the button down.



What happens after I've pressed the 0 button?

Both you and your visitor will hear a message "Please Enter"

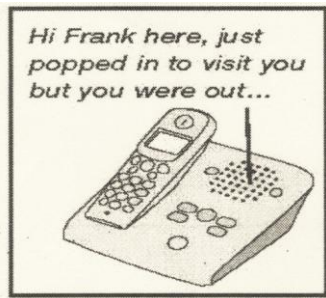


Do I have to be in Ealing Village to open the gates?

The gate system will contact the nominated number. You can open the gates from anywhere in the world, just press the 0 button.

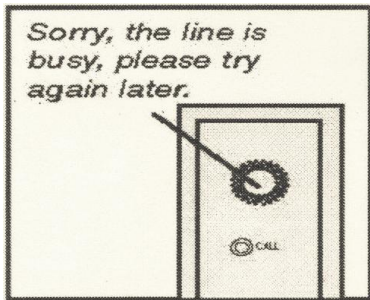
What if I don't want to let the Visitor in?

Press the **#** button to end the call immediately, don't press the **0** button or simply hang-up.



What Happens if I am not at home?

The Visitor will still ring your nominated number. Should you have an voice mail message they may choose to leave you a message.



What if I am already on the phone?

The gate system will advise the Visitor that you are busy and to call back later. If you have a call waiting service you will know that someone is trying to call you

What if I want to change my nominated number?

Contact the Managing Agent in the normal way and ask for the change to be made.