The Cliffs at Mountain Park
Security Upgrade
Frequently Asked Questions

Why is the Gate entry system changing? Mountain Park has unique challenges for gate access control due to the unmanned entrances. Based upon conversations with owners and after a study of options, the POA Board has determined that the community would have better access control with a new system. The new system does the following:

—Eliminates community-wide entry codes, which were too easily shared.
—Provides each owner vehicle with a unique code that is read and recorded by the system each time the vehicle enters.
—Ensures that visitors and vendors are authorized for entry by a homeowner or by security.
—Allows vendor entry to be restricted to certain hours.
—Allows an individual transmitter to be deprogrammed if owner moves or a vendor is no longer permitted on site.
—Maintains an accurate log of all gate entries.
—Includes cameras at all entrances.
—Includes battery backup for gate operation during limited power outages.

In the new system, a visitor or vendor will call the phone number of the owner being visited. The owner will use his or her phone to open the gate.

How do I admit visitors?

1. Each owner will be asked to complete a credentials form providing phone number(s) visitors and vendors may dial to reach the resident to gain entry.

2. A visitor or vendor will use the new keypads at the gate to dial the last four digits of the phone number(s) you submitted on your credentials form. That will ring your phone and allow you to communicate with the visitor. You can then push 9 on your phone to open the gate. If a visitor calls your number and gets voice mail they can disconnect the call by hitting the # key. This information will be added to the scrolling message on the call boxes. The system enables owners to open the gate from anywhere they can answer their phone.

3. You can notify Security at the Mountain Park Gatehouse (864-836-2260) of an upcoming visitor or vendor. This can apply either to a one-time visit or a regular service provider or visitor. The visitor can then dial 0001 on the keypad and it will connect them to the security staff at the Mountain Park Gatehouse. Security will view the visitor using the cameras and monitor, confirm the visitor's approval and open the gate.

For the convenience of your visitors and service providers we suggest that you direct them to use public roads to travel to the gate nearest your residence. By doing this the visitor will only have to contact you or security one time to gain admission.

Will my old remote opener still work? No. The old remotes will no longer work on the Mountain Park gates.

Can the remote be programmed into my vehicle's system? No. Each remote is programmed with a unique code assigned to your vehicle. It cannot be programmed into your vehicle's system.

How will contractors access the community? Contractors and Vendors can contact security via the telephone entry unit or homeowner to gain entry via the telephone entry unit. Owners should provide security with the names of any contractors coming to their homes. Regular Contractors will be given the opportunity to purchase a proximity card to increase the traffic flow. Entry for those cards will be restricted to authorized work hours. Each card will have a unique code and can be deprogrammed when the vendor is no longer to be on site.

Where do I obtain cards, transmitters, and decals? A decal is required for vehicles in order to be identified at other Cliffs communities and Mountain Park when entering the main entrance without a transmitter or card. The main gatehouse will issue decals and have proximity cards and transmitters available for purchase. For security reasons, **these items will not be mailed**.

Will gate codes still be distributed to all owners? No. The current system that involves a universal code will be obsolete.

Is there a record of all ingress and egress? Each time a card or transmitter is used, there is a record of entry time. "Piggybacking" behind another vehicle is a method of entry for which there is no record. However, the cameras will be monitored by gate officers to detect unauthorized entry and owners are asked call Security to report such entry.

How will emergency vehicles access the community? Emergency vehicles will continue to access all gates using the squelch sound on their vehicles that is recognized by the speaker installed at each gate.

How are the new methods of entry used? With the proximity card you must roll down your window and hold the card next to the call box to activate the gate; the transmitter operates like a garage door opener.

What happens in the event of a power failure? Will the gates or call system work? A battery system will allow the gate system to continue to operate for the duration of the battery life which is dependent on the amount of usage. At that point, the gate will automatically open itself. It will then be monitored by security until power is restored.   For outages that are shorter in duration, we may never see an interruption in gate operation like we do currently.

Will there be cameras at every gate? Yes, new cameras will be added to all gates.

Will my transmitter work at the Vineyards? Springs? Falls? Yes, the transmitters and proximity cards will work at those to communities since they have the same gate systems. Glassy, Valley, and Mountain Park have other systems and you will be allowed access with your automobile decal or use of call box.

How will members of other Cliffs communities enter? They will enter through the gatehouse with a decal or by contacting security on the call box and identifying themselves as a member. The gate officer will have a member list to use for verification.

What if a visitor doesn't know my phone number? Is there a directory? The keypad screen will allow the visitor to scroll alphabetically and select the four-digit code for the owner to use to contact the owner on the call box.

Will there be any interruption during installation of the new system? No. The keypads will be swapped one at a time and the new system will operate temporarily just like the old one with the same four-digit code. Once the system is installed at all gates, tested, and a communication has been sent to all owners, there will be a date on which the new boxes will change to the new way of operating for entry.