

01-24-2021 GATE ENTRY INFORMATION

The gate entry system replacement project is nearing completion. Here is what to expect going forward during the transition period between now and April 1st.

1. The current gate clickers that have been used for the past 25 years are being replaced by a radio frequency identification system (“RFID”). This is similar to the Sunpass toll system that you are familiar with. It is expected that within the next two weeks, each resident in Silverlakes will be issued two RFID “stickers” to affix to the inside of their vehicle’s windshields. Those stickers will be read by a scanner that has been installed at the entry gates. The scanner is located on the right hand side of the entry area so the stickers need to be affixed to the inside of the windshield on the passenger side of the vehicle. The scanner will automatically read and verify the sticker and the gates will open with no action needed by the resident. If additional stickers are needed, they can be purchased for \$8 each through Compass Rose.
2. The stickers should be available for residents to pick up at the clubhouse on Wednesday February 3rd. They will be available for pick up during the day and evening (exact hours will be communicated separately). Any stickers not picked up will be mailed to the address we have on file for notifications. There will be a sign out sheet for the stickers but a neighbor can pick up your stickers and sign for them if you are not able to do so.
3. Access to the community using the clickers will be deactivated on April 1st. Between now and then, both systems will be operational.
4. When using the call box, the existing resident gate code (begins with a 3) will be deactivated on April 1st. Each resident will now need to enter their five digit proxy card number plus a zero to open the gates. The proxy card is the card you use to enter the clubhouse. The five digit code printed on the card is the same as your password to enter the private side of the Silverlakes web site. For example, if your card number is 12345, you would need to enter 123450 to open the gates. There are a handful of residents who may not have a card assigned to them (most residents have two cards). If you do not have a card, you need to contact Compass Rose immediately to obtain a card. The cost of the card is \$6.20.
5. The existing vendor code (begins with an 8) will continue to work except two zeroes must be added to the end. So the code of 8xxx is now 8xxx00. As is currently the case, that code is active only between 7:00 AM and 5:00 PM Monday through Friday, 4:00 PM on Saturday. The code is inactive on Sunday.
6. All gate codes (personal and vendor) are entered by touching the “Entry” icon on the home screen of the call box and then entering the six digit code. The “Open Gates” button on the bottom will change from gray to green. Press the green button and the code will be verified by the system, and if active, the gates will open.

7. Touching the “Contacts” icon on the home screen of the call box opens a listing of all residents in Silverlakes. This function works the same as the old gate system. Your guests can scroll to and then select your name and a call will be placed to the phone number you have on file for gate access. After verifying that the caller is your guest, you enter 99* on your phone to open the gates. Residents can use that same function to enter the community if the phone number on file is their mobile number and they have their mobile phone with them (i.e., call yourself, enter 99*, and the gates will open). The phone number of the front gate that will appear on your phone screen is 239-309-0669. You may want to create a contact name for this number such as “Silverlakes Gates” to quickly identify any calls coming from the gate.

8. As with the prior entry system, there is a short cut to scrolling through the directory. Each home has a three digit number directory code assigned to it that when used, it will allow their guests to quickly call from the call box. This is the same function and the same number used in the previous system. To access this function, touch the “Call” icon on the home screen and then enter the three digit number. The green “Call” button on the bottom will change from gray to green. Touch the green button and a call will be placed to the resident who can then open the gates for their guest. This number can be given to guests and vendors as a shortcut to using the directory since that number only generates a call and the gates will not open until you verify that the person calling is your guest and you enter 99* on your phone.

9. The RFID stickers and the proxy card gate codes are unique to each resident and are recorded in the system each time they are used. **Please do not give your personal gate code or any extra stickers to vendors or Silverlakes non-residents.**

Please contact Board Secretary Jim Wisniewski by email at jimwisniewski2@comcast.net if you have any questions.