

CALL BOX INSTRUCTIONS:

The new phone number for the callbox will be provided at the day of installation.

The current directory list will be transferred to the new call box.
All existing directory codes will remain the same

The new CapXVL2 call box has 2 buttons "Resident Search and Entry Code.

"Resident Search" button is for dialing by name or by the directory code.

"Entry Code is for vendor codes only.

When the call is received, residents press 9 to open the gate,

Residents should remove or disable any call filtering apps - AT&T - Call Protect, Verizon - Call Filter, T-Mobile - Scam Shield

T-MOBILE – Very specifically has a service has a service called SPAM SHIELD. This service needs to be deactivated.

The resident on their cellphone dials POUND 632 POUND (#_6_3_2_#_)“ then press call.

Deactivate AT&T Active Armor and remove the service
Go to Settings in Active Armor mobile security.
Tap Account and choose Remove Service.

Choose one of the following:

On your iPhone - confirm that you want to remove AT&T Active Armor mobile security.

On an Android phone - select AT&T Active Armor mobile security.
Tap Remove to finish up

Verizon customers should contact their provider for instructions

If you have any questions, please feel free to call us anytime. The first few days may present some issues as people will be learning how to use the new system.