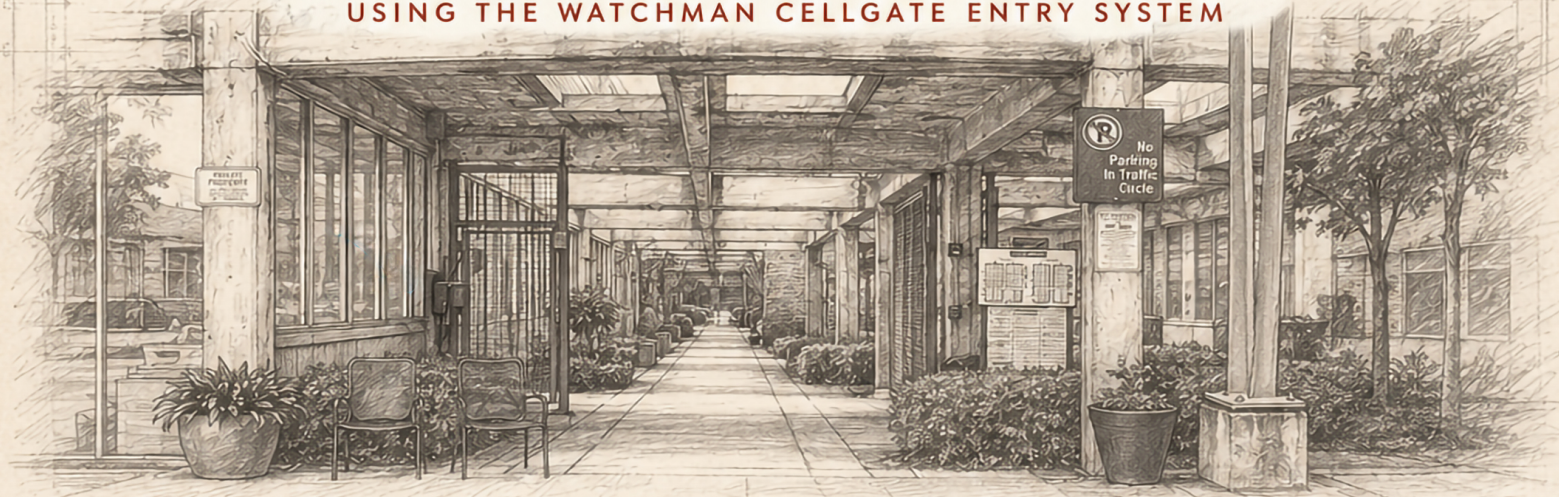


STUDIOPLEX ATLANTA

FRONT GATE ACCESS GUIDE

USING THE WATCHMAN CELLGATE ENTRY SYSTEM



GETTING STARTED



Download the CellGate app from the Apple App Store or Google Play.

Once MRG has added your account, you'll receive an email invitation to create your password and activate your account.

The email address used for the invitation must match the one used to sign into the app.

OPENING THE FRONT GATE

1



Open the CellGate app.

2



Select Front gate.

3



Tap Open Gate.

HOLD OPEN

Tap the hold open button to keep the gate open longer for visitors or deliveries.



WHEN VISITORS ARRIVE



When a visitor selects your name, your phone rings.



Answer the call. If enabled, you can view live video from the entrance camera.



Tap the on-screen control to open the gate for your visitor (or press the * key).

CREATING VISITOR PASSES

Create temporary access for:



Guests



Contractors



Housekeepers



Dog Walkers



Deliveries

Visitor passes can be:



One-time use



Temporary (date range)



Recurring (schedule)



PIN Code



QR Code

Depending on your account permissions, passes may be issued as PIN codes or QR codes.

HELPFUL TIPS



Keep notifications enabled so you receive visitor calls.



Update your phone number with management if it changes.



Do not share your personal access credentials.



Use temporary visitor passes instead of giving out permanent codes whenever possible.



TROUBLESHOOTING

PROBLEM	SOLUTION
Didn't receive invitation	Contact MRG to verify your email address.
Visitor call doesn't ring	Verify notifications are enabled for CellGate.
Can't log in	Reset password using the login screen.
Gate won't open	Verify internet connection, then contact management if the issue continues.

NEED HELP?



COMMUNITY MANAGER (MRG)

(470) 545-4781

csn@mrgram.com

CELLGATE SUPPORT

855-694-2837 (option 3)

or through the CellGate support page.