



CellGate App

Basic User Guide



Table of Contents

Downloading the App	1
Downloading the App (Cont)	2
Logging into the App	3
Accessing the Menu	4
Biometric Sign in and Password Reset	5
Accessing your Properties	6
Using your Equipment	7
Taking a Video Call	8
Taking a Voice Call	9
Types of Virtual Keys	10
Finding Virtual Keys in the App	11
Creating a New Key	11
Customizing the Key	12
Setting Restrictions	13
Viewing Your Restrictions	14
Sending Your Key	15
Using the Key	16



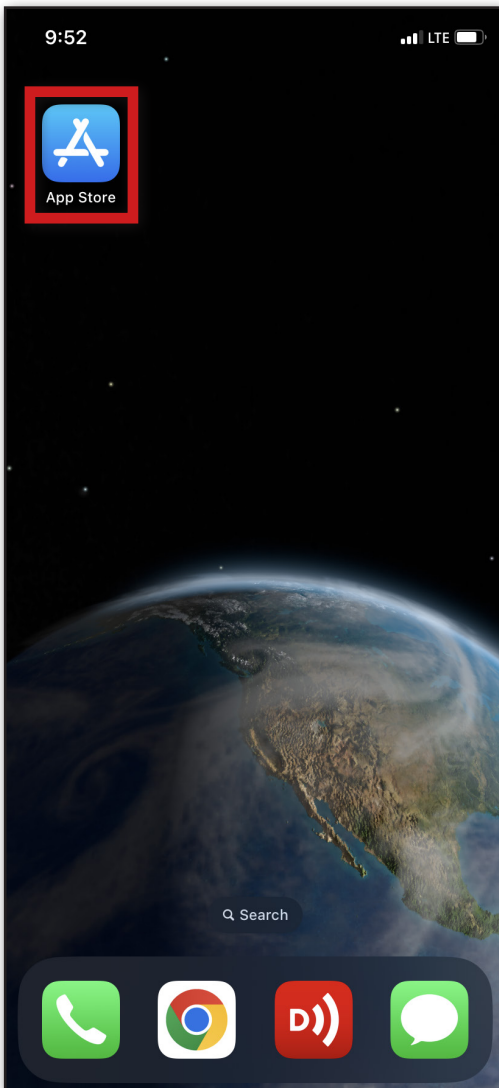
CELLGATE APP

by  cellgate

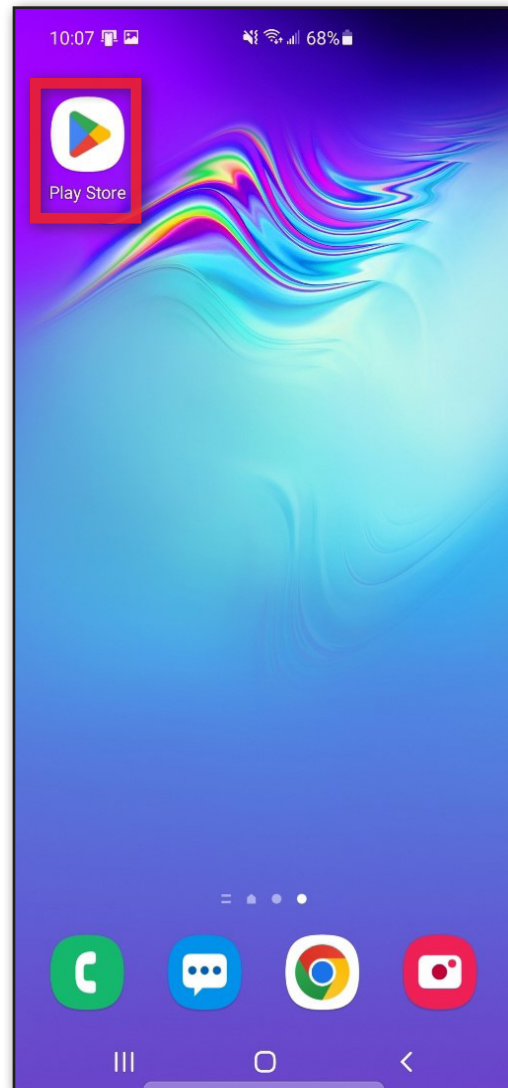
Downloading the App

Navigate to the app store to download the CellGate app on your phone.

iPhone App Store



Android Play Store





CELLGATE APP

by cellgate

Downloading the App

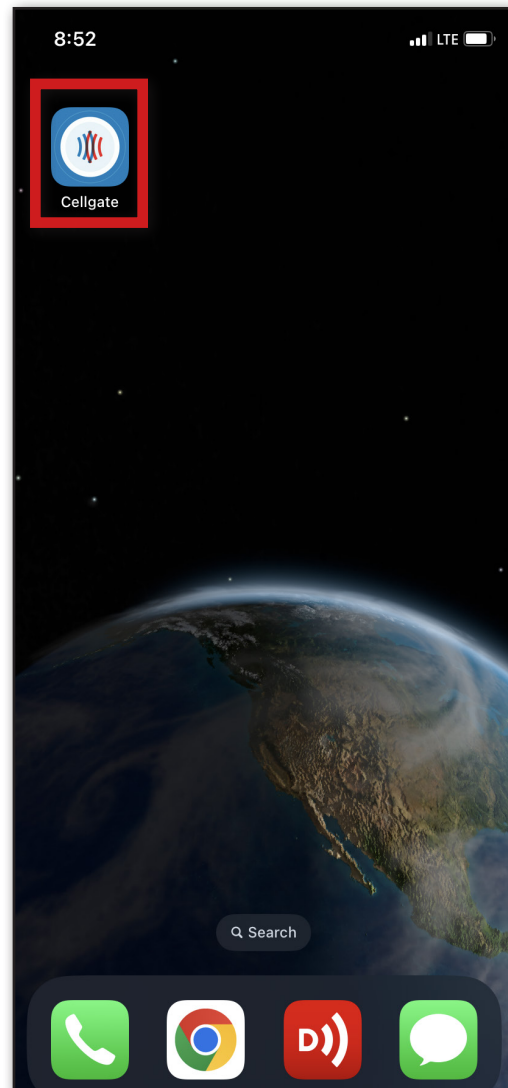
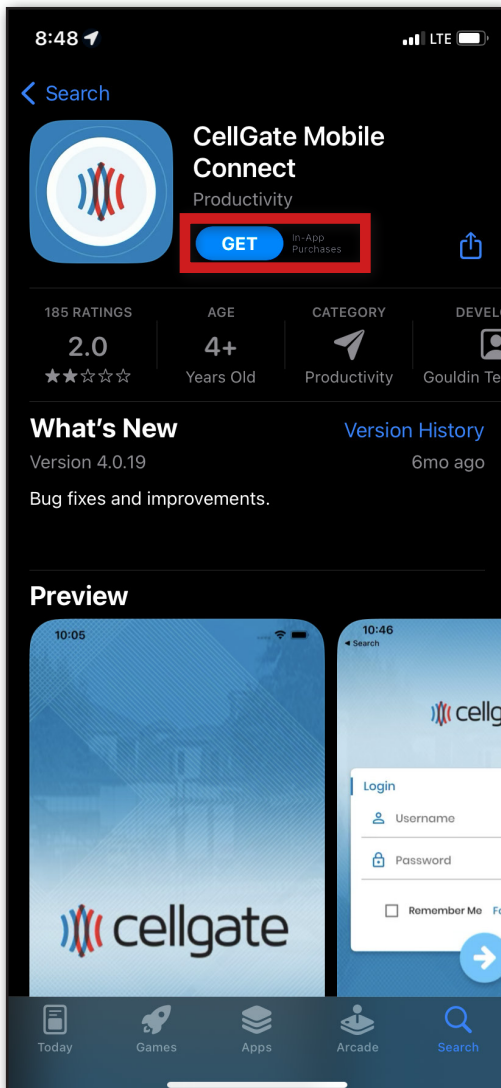
Now that you are in the app store, you can download the app and open it. If you've downloaded the app in the past on an iPhone, you will see a cloud icon instead of the "Get" button. Tap on the cloud to re-download the app.

Inside the App Store

Tap "Install" to download the CellGate app on an Android phone.
On an iPhone, tap "Get".

Opening the App

Now you can open the app from inside the store, or navigate to the icon and open it there.





CELLGATE APP

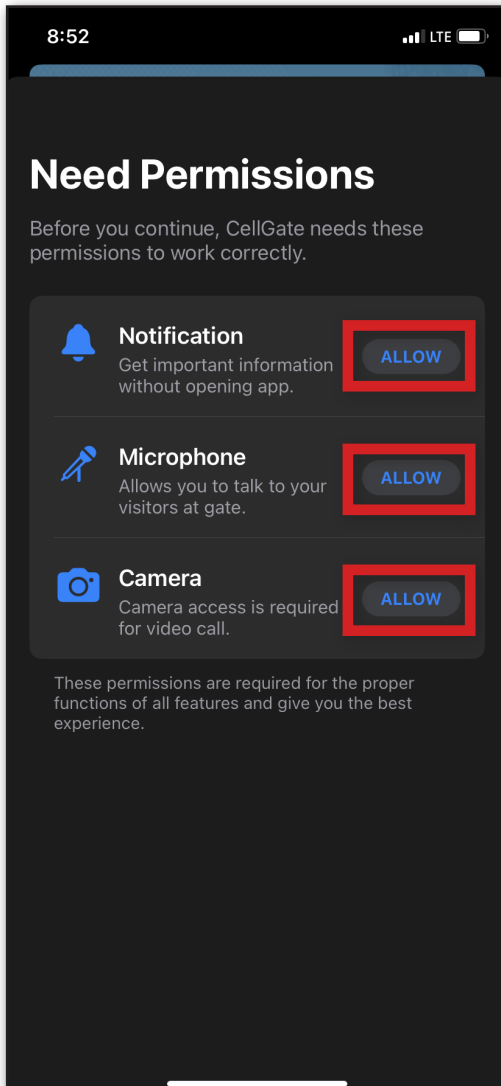
by cellgate

Logging into the App

Follow the steps below to log into the app.

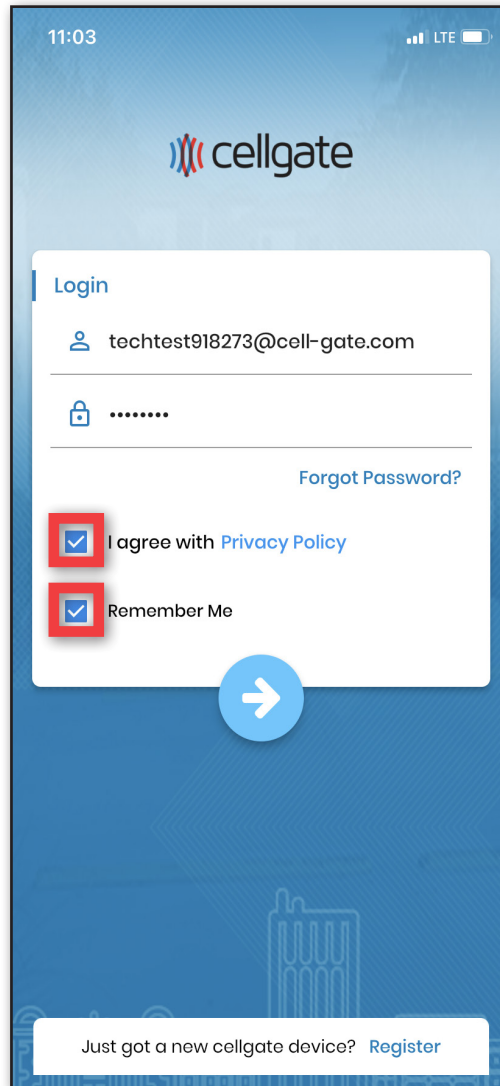
Permissions

When you open the app you will see this prompt. You will need to enable access to these 3 options for the app to operate correctly.



Opening the App

Now enter your username and password. Agree to the policy and check "remember me" for an easier login experience going forward.





Accessing the Menu

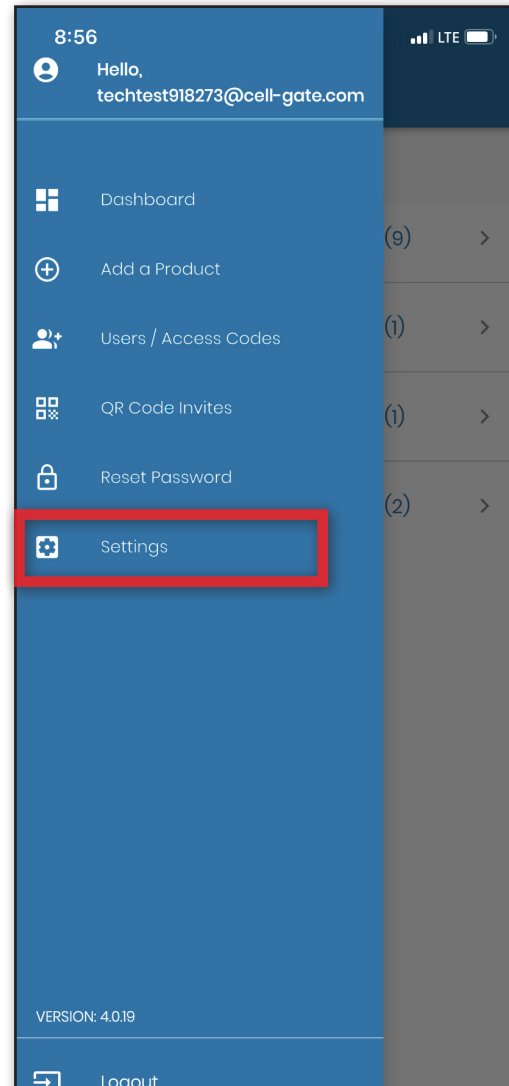
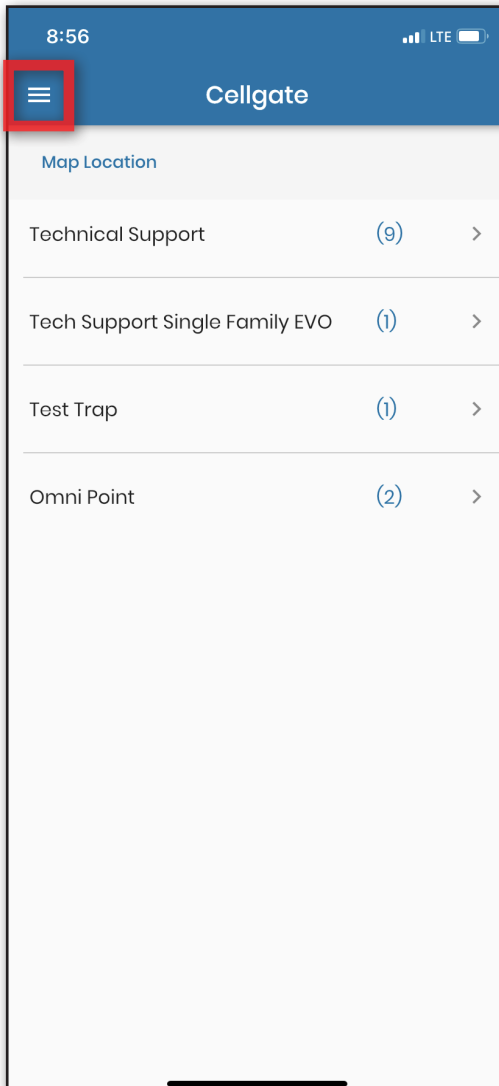
The menu will provide you with multiple options.

Opening the Menu Tab

Tap the three lines on the top left corner to access the menu.

Selecting an Option

Now the menu will slide into view. Here you can see the multiple options. Tap on Settings.



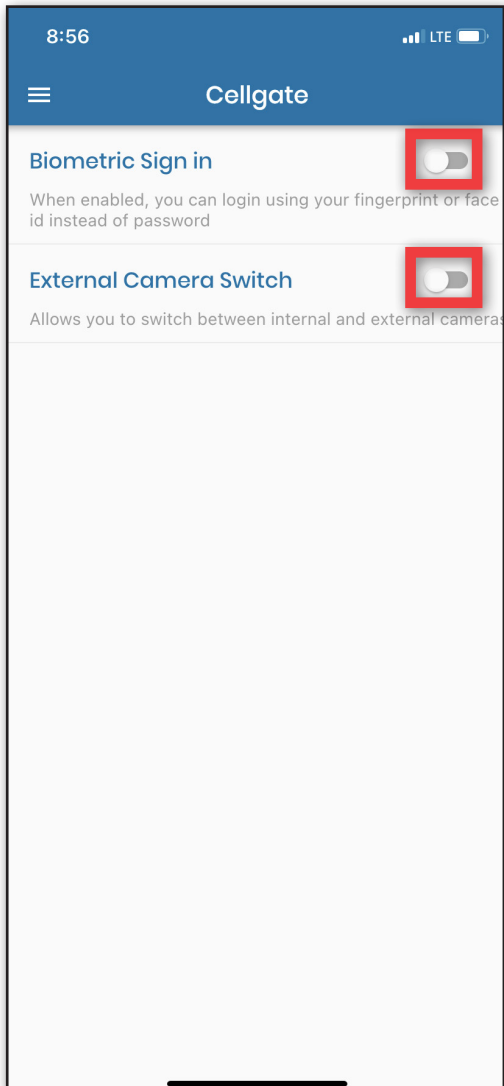


Biometric Sign in and Password Reset

Follow the instructions below to edit settings and reset your password.

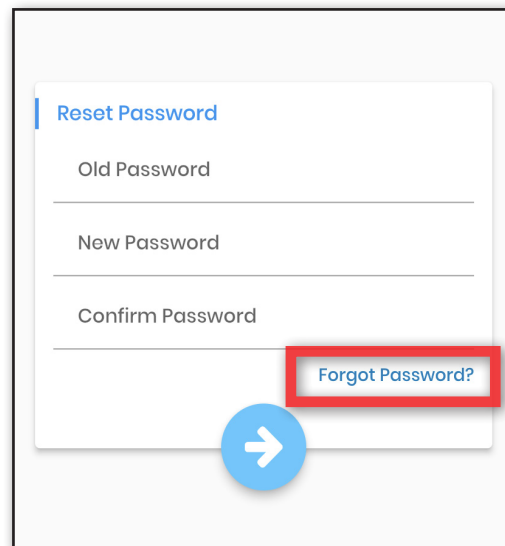
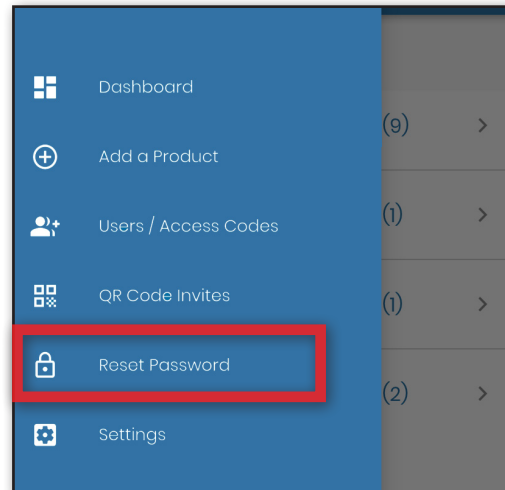
Settings

Under settings you have the option to enable fingerprint or face-id login. You can also enable the option to switch between camera types.



Reset/Forgot Password

If you tap on “reset password” you will be taken to the screen below. There is also an option for “forgot password” as shown.



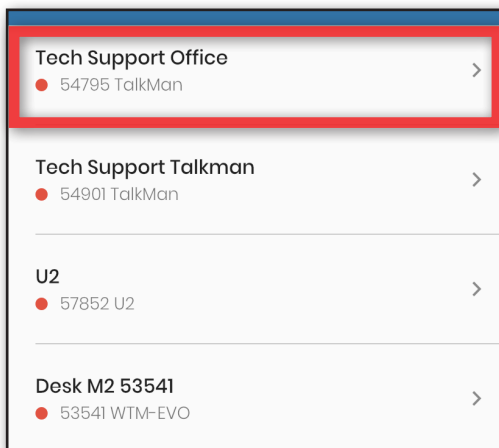
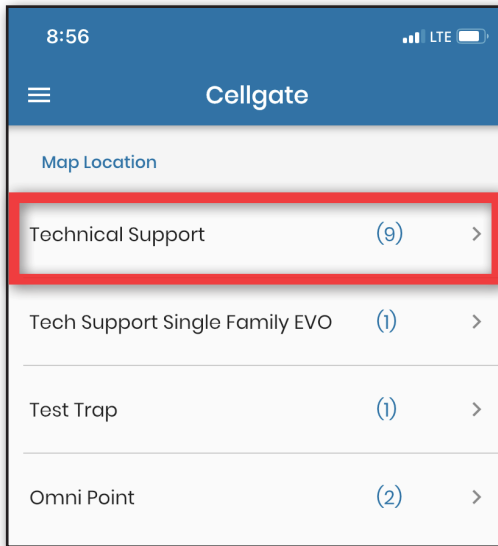


Accessing your Properties

Now we will go over accessing your individual properties and kits.

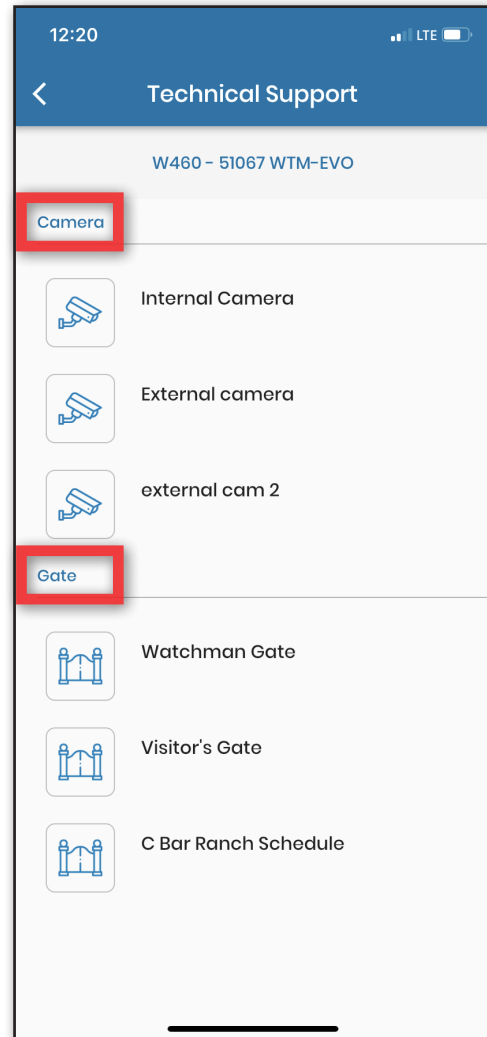
Select the Property

On your main dashboard, select the property to access a list of the locations/kits. Now select the kit to access your equipment.



Accessing the Equipment

Once you are on the page for the kit, you will see the camera(s) and gate(s). You can click on the individual devices for more options.



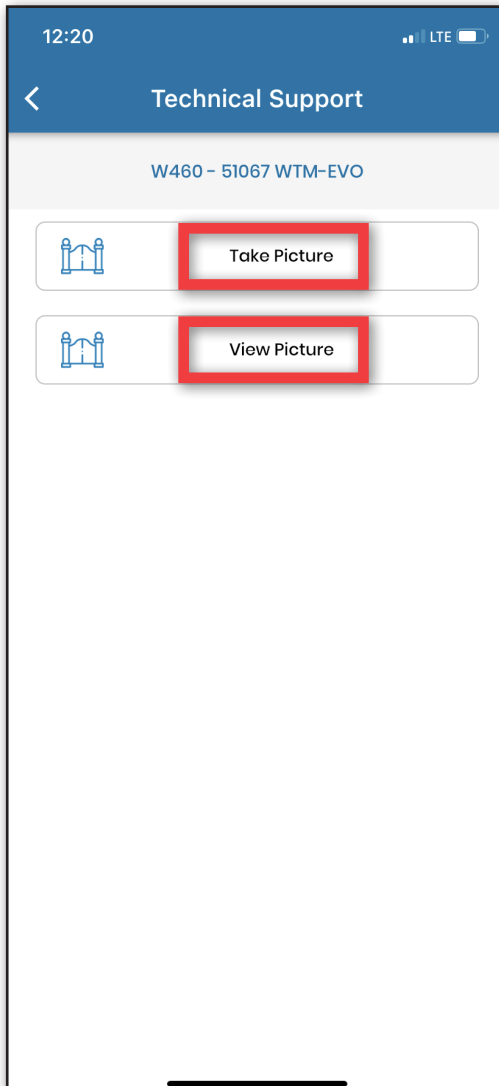


Using your Equipment

Follow the instructions below to operate your camera(s) and gate(s).

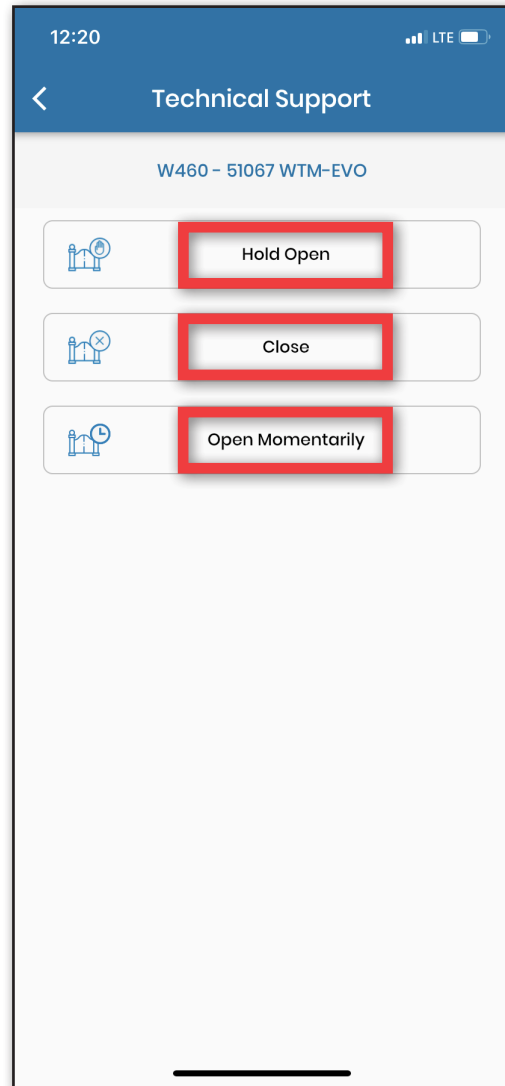
Camera Options

If you have a camera or cameras at your location, this screen is where you will be able to take and also view pictures from.



Gate Options

Here you can open, close, or hold your gate(s) open. If you hold the gate open, it will stay open until closed by a command or schedule.



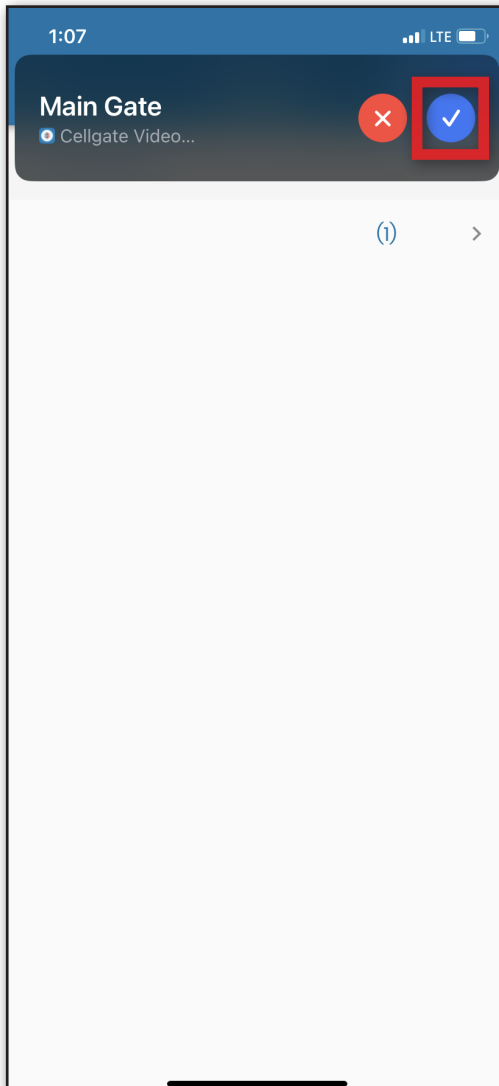


Taking a Video Call

If a user is set up for video calls, they can be called from the device directory.

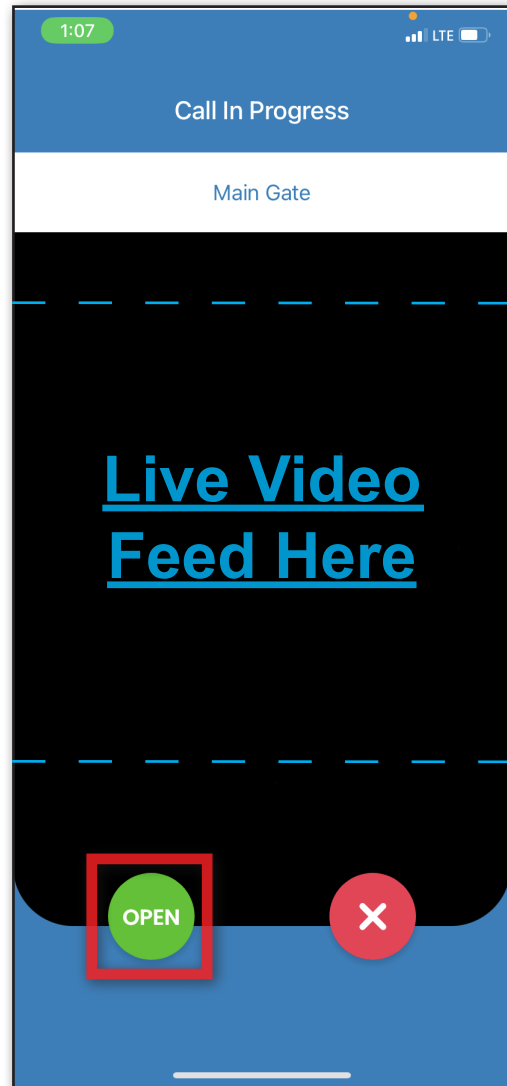
Accepting the Call

If the user is logged into the app and has notifications enabled, they should get this pop-up when called from the directory.



Allowing or Denying Access

If they accept the call, they will see a live video of the person at the gate. They can then either tap "open" to open the gate, or the red "x" to end the call.



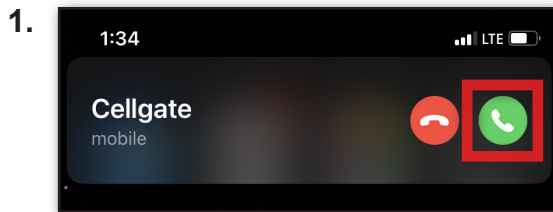


Taking a Voice Call

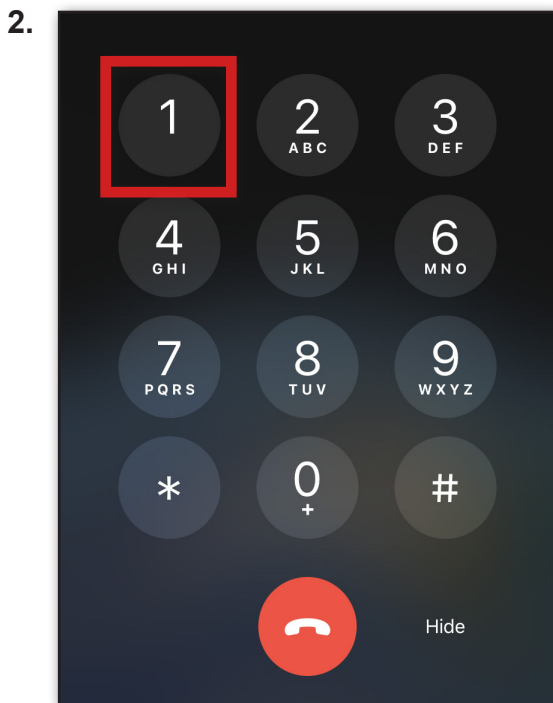
If a user is set up for voice calls, they can be called from the device directory.

Accepting the Call

A voice call will come in as a regular phone call.

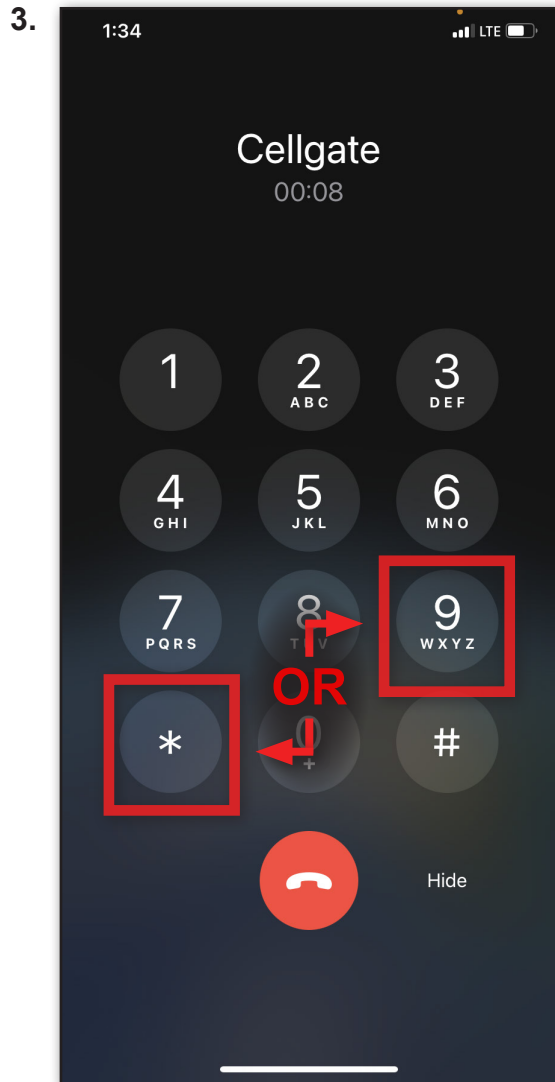


Once the call is answered, press 1 to listen to the person at the gate.



Allowing or Denying Access

To open the gate press * or 9.
To deny access hang up the call.

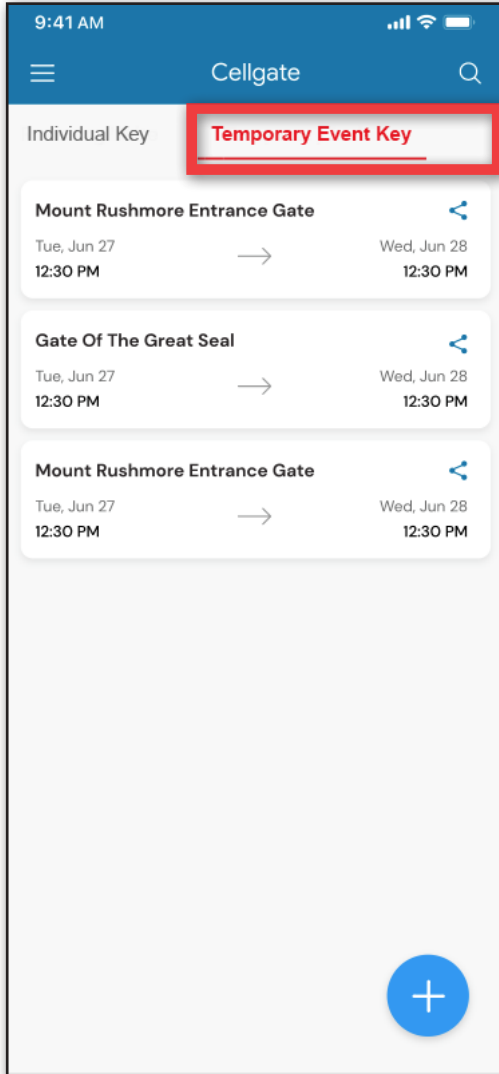


**We recommend the user add our number to their contacts
(972) - 231 - 1999**

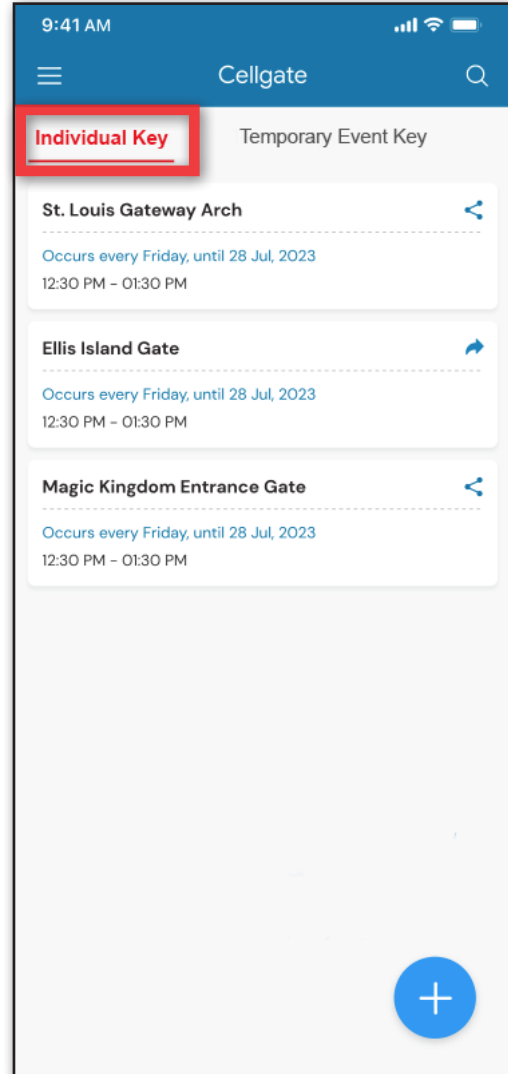


Types of Virtual Keys

Temporary Event Keys



Individual Keys

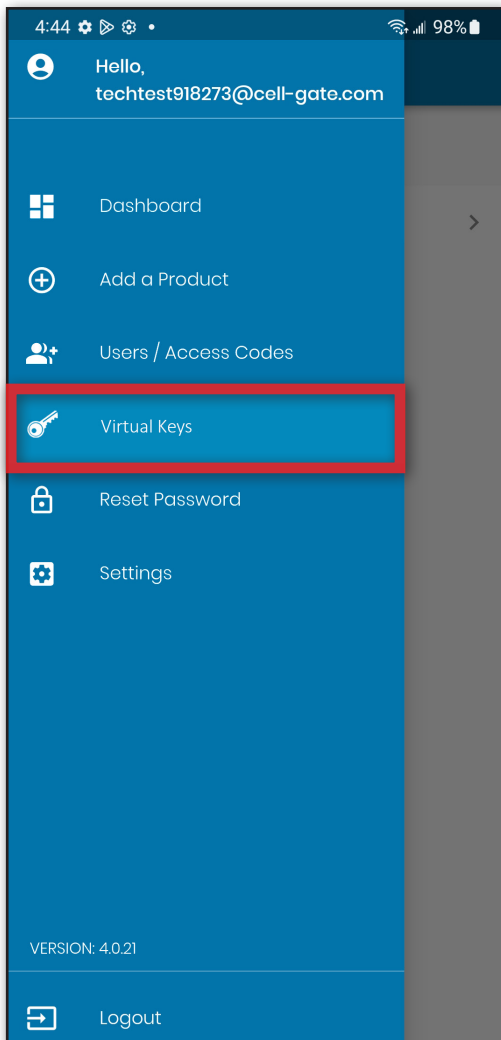




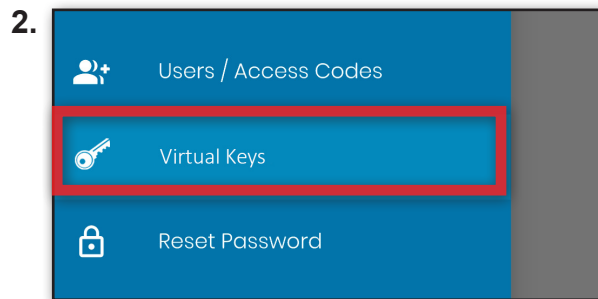
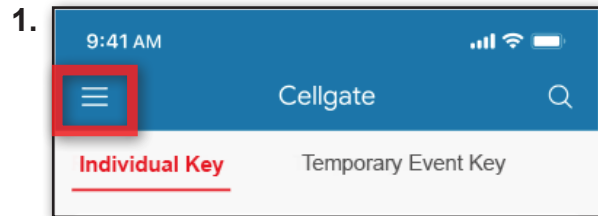
Finding Virtual Keys in the App

Accessing the Virtual Keys in the Menu

If the **Administrator** has **Virtual Keys** enabled on their account and group, they will be able to access them in the app. If they do not have the option, see the **Portal Guide** for instructions on how to enable them.



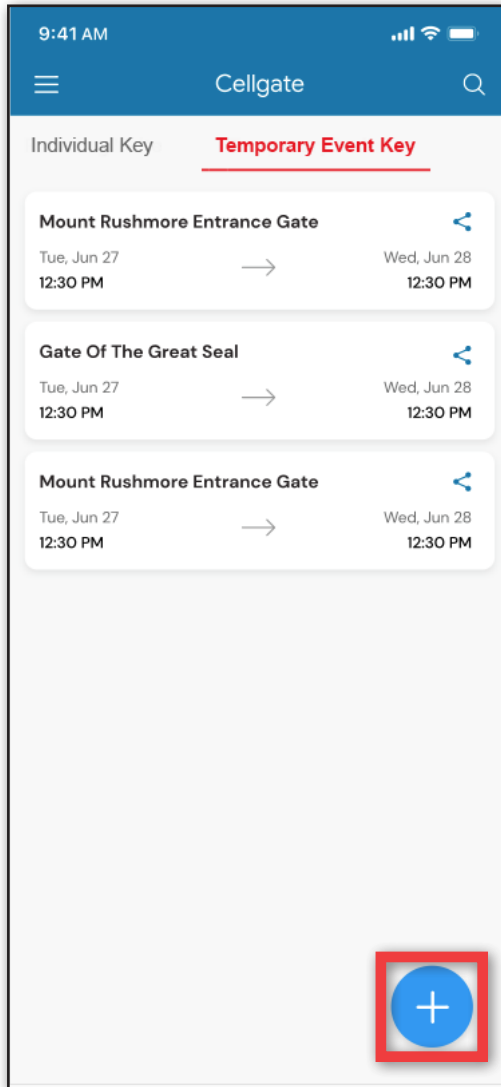
1. Click the **menu** icon on the top left of the main screen.
2. Once the menu drops down, select **“Virtual Keys”**.



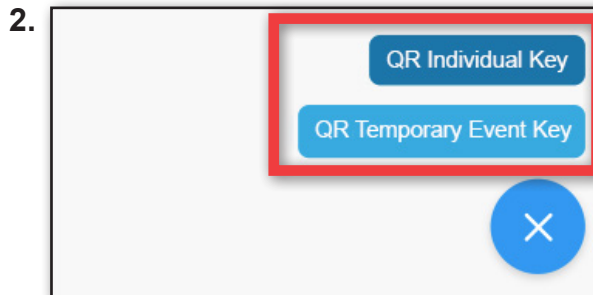


Creating a New Key

Selecting Your Key Type



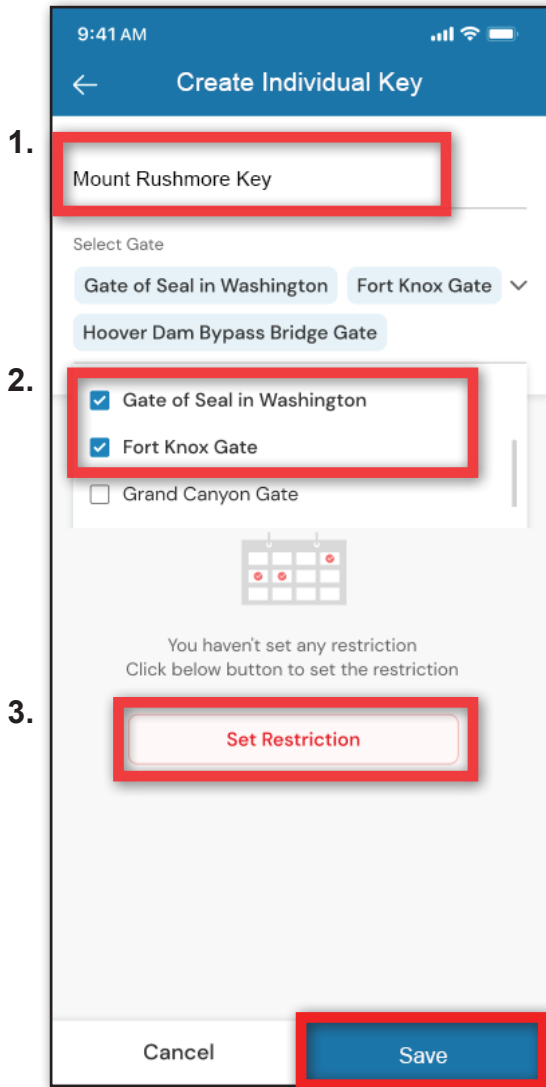
1. Click the + icon on the bottom of the screen.
2. Select the type of key you would like to create a QR key for.





Creating a New Key

Customizing the Key



1. Create a name for this key.
2. Hover over the “Select Gate” section to select which entry points you would like this key to apply to.
3. You can now save the key, or select “Set Restriction” to customize the access further.

Restrictions include Date/Time Restrictions, and setting a limit on the number of times the guest can use their QR code/key.

Note:

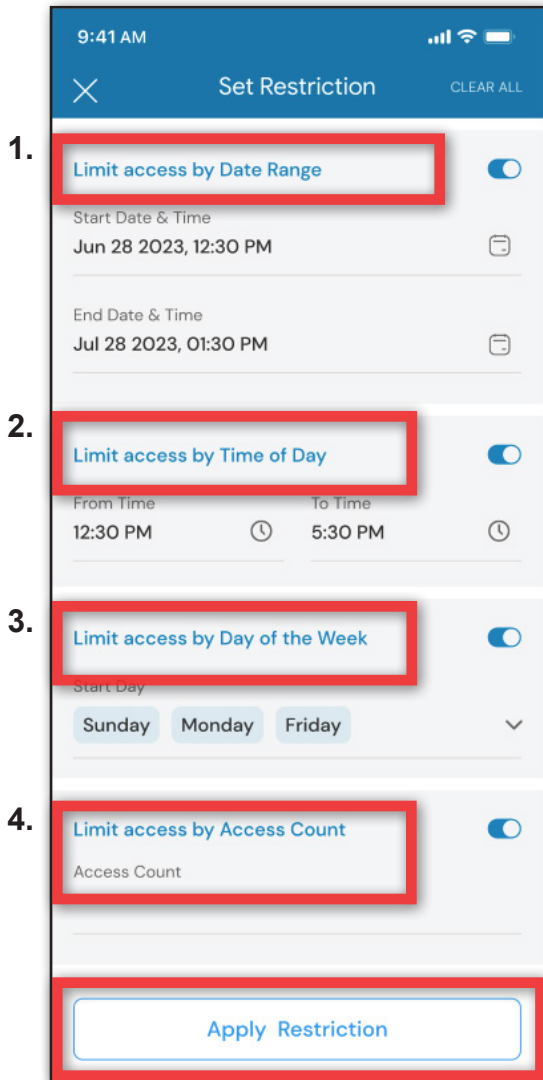
To prevent the abuse of individual keys, after an individual key is used once, it will no longer be valid in the system.

It will no longer open the gate or door.



Creating a New Key

Setting Restrictions



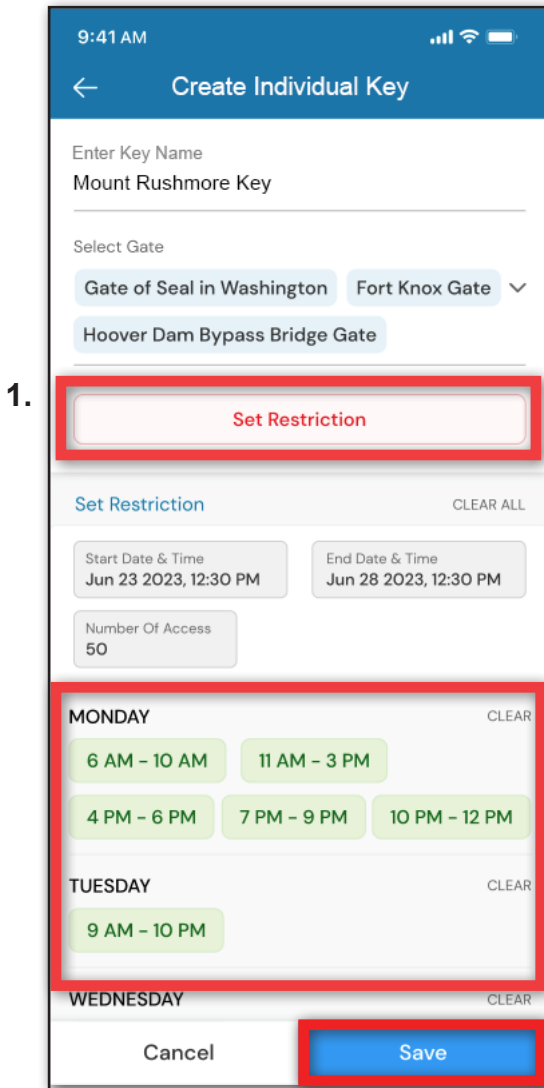
- 1. Limit Access by Date Range:**
This allows you to set a range of days where the QR code/key will work. This works well for visitors who will be staying multiple days.
- 2. Limit Access by Time of Day:**
This will create a window of time every day that the QR code/key will work.
- 3. Limit Access by Day of the Week:**
This option will allow you to only let the QR code/key work on certain days of the week. This is good for having weekend visitors.
- 4. Limit Access by Access Count:**
This option is to limit the total number of times that the QR code/key will work. If you enter an "Access Count" of 3, the QR code/key will only allow access a total of 3 times property-wide, for all devices.

You can apply multiple restrictions. Once you have finished customizing your QR code/key, click "Apply Restriction"



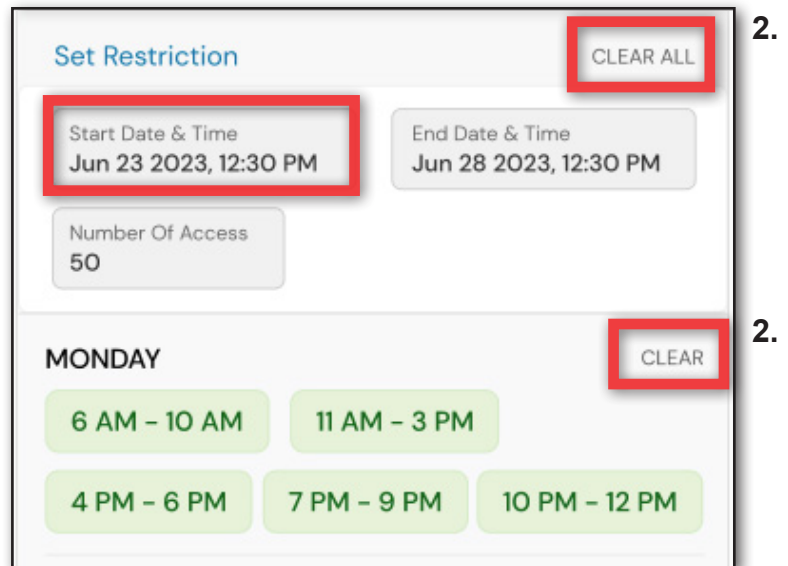
Creating a New Key

Viewing Your Restrictions



Now you can view all of your restrictions.

1. To edit them all, click “Set Restriction” again and you will be taken to the previous screen.
2. If you would like to clear them individually or edit them, there are multiple options such as “Clear” and “Clear All”
3. If you are happy with them, you can click “Save” and they will be set. This will create a pop-up to send the invite out.

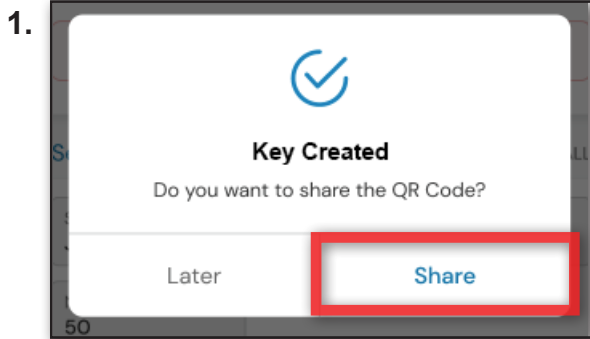


You can scroll through this screen to view each day the restrictions were set, the times, and clear or edit them individually.



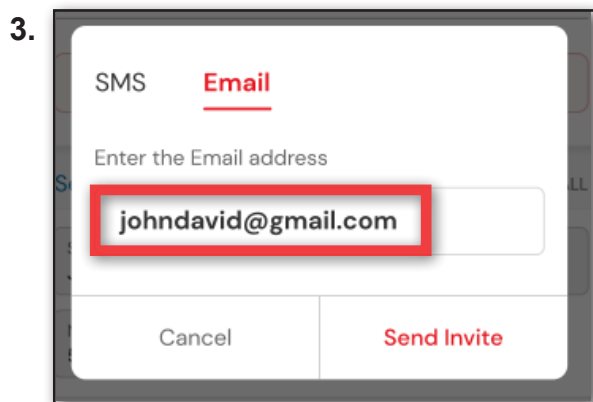
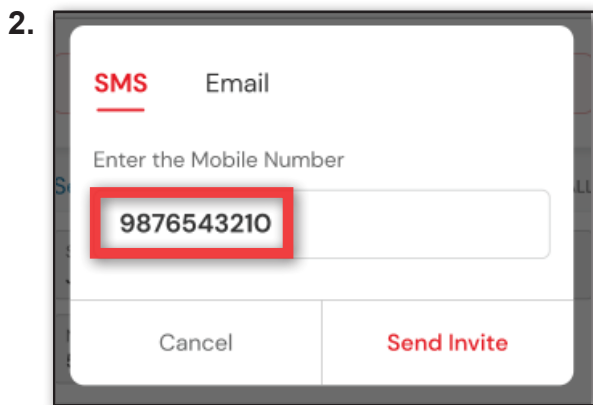
Creating a New Key

Sending Your Key



You can send invites via SMS Text or via E-Mail.

1. Click “Share”.
2. For SMS, simply type in the recipient’s 10-digit phone number with no spaces. Now click “Send Invite”. They will receive a text with the QR code/key.
3. For e-mail, enter their full e-mail, making sure it has an “@” and “.com” and is a valid address. Now tap “Send Invite”. They will now receive an e-mail with their QR code/key.



You can re-send and cancel keys by tapping on them in the main menu screen. They will be broken up into Temporary and Individual.



Using the Key

Opening the Gate with a QR Code/Key

Now the user can pull up their QR code key and scan it at the device.

They simply need to tap on “Guest QR Code” and then hold the QR code up to the camera as shown.

Note:

Individual QR Codes/Keys can easily be added to the Apple or Android wallet.

