Login Credentials:

Username: ____________________________
Password: ____________________________

Write down your login credentials above for your future reference.

End User Guide

Customer Support – (972) 231-1999 option 3
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SECTION ONE
Mobile App
This guide provided by CellGate is intended as a reference guide for the gate access portal interface. It is not intended to be used as a public resource outside of CellGate.
When you open the CellGate App, enter your login credentials, and tap on the blue arrow. If you try to login with the same credentials as someone else, you will be notified and won't receive calls.

Once you’re logged in, you will be navigated to a page displaying all of your properties.
When someone taps on your name at the unit, follow the steps below to answer the call and open the gate.
When you tap on a property, its device name and device number will be displayed.

When you tap on a property’s device, its gates, cameras, and other applicable components will be displayed.
If you tap on one of your gates, you have the option to **Hold Open**, **Close Gate**, or **Open Momentarily**.

If you tap on one of your cameras, you have the option to **Take Picture** or **View Picture** from that camera.
To access your settings, tap on the menu on the top left.

Here, you can ① Add an Access Code, edit ② Login Settings, ③ Reset Password or ④ Logout.
If you tap **1 Add an Access Code**, you can assign someone an access code, choose which properties they have access to, and restrict the code by date range, time of the day, day of the week, or how many times it can be used total.

If you tap **2 Login Settings**, you can turn on the option to require Face ID/Touch ID to unlock the CellGate App. If you tap **3 Reset Password**, you can change your login password.
If you tap **Logout**, you will return to the login page.
SECTION TWO
Web Portal
### User Profile Descriptions

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>.......................... .......................... .......................... .......................... .......................... 14</td>
</tr>
<tr>
<td>Senior Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 14</td>
</tr>
<tr>
<td>Multi-Property Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 15</td>
</tr>
<tr>
<td>Property Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 15</td>
</tr>
<tr>
<td>HOA Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 16</td>
</tr>
<tr>
<td>Dealer Distributor Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 16</td>
</tr>
<tr>
<td>Callgroup Manager with Remote Access</td>
<td>.......................... .......................... .......................... .......................... .......................... 17</td>
</tr>
<tr>
<td>Callgroup Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 17</td>
</tr>
<tr>
<td>Callgroup User</td>
<td>.......................... .......................... .......................... .......................... .......................... 18</td>
</tr>
<tr>
<td>Voice Callgroup Manager</td>
<td>.......................... .......................... .......................... .......................... .......................... 19</td>
</tr>
<tr>
<td>Voice Only Callgroup User</td>
<td>.......................... .......................... .......................... .......................... .......................... 20</td>
</tr>
<tr>
<td>CellGate App User Only</td>
<td>.......................... .......................... .......................... .......................... .......................... 21</td>
</tr>
</tbody>
</table>

**NOTE:** No one can edit/remove someone in the group above them.

**For example:** The Senior Manager cannot edit/remove the Administrator, but the Administrator can edit/remove the Senior Manager.
### Administrator

**Can Do:**
- Use CellGate App
- Import Callgroups
- Momentarily Open Gate on Demand
- Momentarily Open Gate During Call
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Users

**Can’t Do:**
- N/A

### Senior Manager

**Can Do:**
- Use CellGate App
- Import Callgroups
- Momentarily Open Gate on Demand
- Momentarily Open Gate During Call
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Users

**Can’t Do:**
- Edit/Remove Administrator

---

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Callgroup Manager with Remote Access

Can Do (for their callgroup only):
- Use CellGate App
- Momentarily Open Gate on Demand
- Momentarily Open Gate During Call
- Manage Callgroup in Web Portal
- Manage Callgroup Users in Web Portal

Can’t Do:
- Import Callgroups
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Other Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Other Users

Callgroup Manager

Can Do (for their callgroup only):
- Momentarily Open Gate During Call
- Manage Callgroup in Web Portal
- Manage Callgroup Users in Web Portal

Can’t Do:
- Use CellGate App
- Import Callgroups
- Momentarily Open Gate on Demand
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Other Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Other Users
### Callgroup User with Remote Access

**Can Do:**
- Use CellGate App
- Momentarily Open Gate on Demand
- Momentarily Open Gate During Call

**Can’t Do:**
- Import Callgroups
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Users

### Callgroup User

**Can Do:**
- Momentarily Open Gate During Call

**Can’t Do:**
- Use CellGate App
- Import Callgroups
- Momentarily Open Gate on Demand
- Hold Open Gate
- Take Photos
- Manage Web Portal
- Manage Billing
- Manage Callgroups
- Manage Devices
- Manage Schedules
- Manage Restrictions
- Manage Access Codes
- Manage Permissions
- Manage Users

---

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<table>
<thead>
<tr>
<th><strong>Voice Callgroup Manager with Remote Access</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Can Do (for their callgroup only):</strong></td>
</tr>
<tr>
<td>• Use CellGate App</td>
</tr>
<tr>
<td>• Momentarily Open Gate on Demand</td>
</tr>
<tr>
<td>• Momentarily Open Gate During Call</td>
</tr>
<tr>
<td>• Manage Callgroup in Web Portal</td>
</tr>
<tr>
<td>• Manage Callgroup Numbers in Web Portal</td>
</tr>
<tr>
<td><strong>Can’t Do:</strong></td>
</tr>
<tr>
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</tr>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
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</tr>
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<tr>
<td>• Manage Billing</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Access Code User Only</th>
<th>Can Do:</th>
<th>Can’t Do:</th>
</tr>
</thead>
</table>
| **Can Do:**           | • Momentarily Open Gate on Demand | • Use CellGate App  
|                       |         | • Import Callgroups  
|                       |         | • Momentarily Open Gate During Call  
|                       |         | • Hold Open Gate  
|                       |         | • Take Photos  
|                       |         | • Manage Web Portal  
|                       |         | • Manage Billing  
|                       |         | • Manage Callgroups  
|                       |         | • Manage Devices  
|                       |         | • Manage Schedules  
|                       |         | • Manage Restrictions  
|                       |         | • Manage Access Codes  
|                       |         | • Manage Permissions  
|                       |         | • Manage Users |

<table>
<thead>
<tr>
<th>CellGate App User Only</th>
<th>Can Do:</th>
<th>Can’t Do:</th>
</tr>
</thead>
</table>
| **Can Do:**           | • Use CellGate App  
|                       | • Momentarily Open Gate on Demand  
|                       | • Hold Open Gate  
|                       | • Take Photos  
|                       |         | • Import Callgroups  
|                       |         | • Momentarily Open Gate During Call  
|                       |         | • Manage Web Portal  
|                       |         | • Manage Billing  
|                       |         | • Manage Callgroups  
|                       |         | • Manage Devices  
|                       |         | • Manage Schedules  
|                       |         | • Manage Restrictions  
|                       |         | • Manage Access Codes  
|                       |         | • Manage Permissions  
|                       |         | • Manage Users |
Web Portal Introduction

Log into the Web Portal at user.zapopen.com with your email address and password.

Cellgate TrueCloud Portal - Sign In

[Input fields for email and password]

Sign in

Forgot Password?
As soon as you login, you will be redirected to the Dashboard (Home Page).

1. Dashboard (current page).
2. View/Edit callgroups.
3. Add/Edit users and access codes.
4. View logs and gate/camera history.
5. View/Edit your account information.
6. View/Edit your billing information.
7. Edit the name of your gate.
8. View the logs for this specific gate.
10. Trigger this gate.
11. Take a photo from the gate’s camera.
12. Set a schedule for this gate.

NOTE: If you have a W410 model, the “Manage Callgroup” dropdown will say “Voice Callgroup” and “Import Voice Callgroup”.

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Manage Callgroup – Video Callgroup

When you click VIDEO CALLGROUP, you will be redirected here where you can add, remove, or edit a callgroup.

- Here, you can add or remove your callgroup.
- Here, you can edit your callgroup.
- Video callgroups are supported by the W450.

This guide provided by CellGate is intended as a reference guide for the gate access portal interface. It is not intended to be used as a public resource outside of CellGate.
Adding Callgroup – Video Callgroup

When you click +Add, you will be redirected here.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Name</td>
<td>The callgroup’s name. Typically, “Front Gate” or “[Last Name] Home”.</td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Devices</td>
<td>Device(s) you want to add this Callgroup to.</td>
</tr>
<tr>
<td>First set of app users called</td>
<td></td>
</tr>
<tr>
<td>Second set of app users called</td>
<td></td>
</tr>
<tr>
<td>Third set of phone numbers called</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: If you have any numbers in the Third Tier, the call will come from (972) 231-1999. When you receive a phone call, you must press 1 to be connected to the call. To open the gate, press star (*) or 9.
Edit Callgroup – Video Callgroup

When you click [Edit Callgroup], you will be redirected here. Since you’re editing an existing callgroup, you can invite a user to setup their own password or add them and create their password yourself.

Here, you can invite a user to setup their own password. They will be added to whatever slot the button is next to.

Here, you can add a user to whatever slot the button is next to and set up their password for them.

NOTE: If you have any numbers in the Third Tier, the call will come from (972) 231-1999. When you receive a phone call, you must press 1 to be connected to the call. To open the gate, press star (*) or 9.
Invite User / Add User

When you click ✉️ Invite User, this window will pop up allowing you to send an invite via email, text, or both. This will prompt the user to setup their own password and download the CellGate App.

When you click 📀 Add User, this window will pop up allowing you to add a user and create a password for them.
Manage Callgroup – Voice Callgroup

When you click Voice Callgroup, you will be redirected here where you can add, remove, or edit a callgroup.

Here, you can add or remove your callgroup.

Here, you can edit your callgroup.

Voice callgroups are supported by the W410.

W410
Adding Callgroup – Voice Callgroup

When you click Add, you will be redirected here.

Voice Callgroup

Group Name: [ ]
Description: [ ]

Device(s) you want to add this Callgroup to.

Telephne Entry Calls - All numbers are called simultaneously for 30 seconds

First Called
☐ __
☐ __
☐ __

Second Called
☐ __
☐ __
☐ __

Third Called
☐ __
☐ __
☐ __

The callgroup’s name. Typically, “Front Gate” or “[Last Name] Home”.

This field is optional for your records.

Press * or 9 to open the gate.

NOTE: All calls will come from (972) 231-1999. When you receive a phone call, you must press 1 to be connected to the call. To open the gate, press star (*) or 9.

Furthermore, because the “Voice Edit Callgroup” screen is the same as the “Voice Add Callgroup” screen, “Editing Callgroups – Voice Callgroup” is not included in this guide.
Adding Users and Access Codes

When you click 🌀 **Users** on the **Navigation Bar**, you will be redirected here.

Here, you can filter your **Users**.

**Add an Access Code or User.**

When you click **+ Add Code**, you will be redirected here.

**Name of who the Access Code is assigned to.**

**Yes:** Access Code can be used at all locations.

**No:** You choose which locations this Access Code can access.
When you click + Add Code, you will be redirected here (continued).

4 – 5 digit Access Code below 65534.

Yes: Access Code has no restrictions.
No: Access Code can be restricted (see below).

Restrict Access Code by:
- Date Range
- Time Frame
- Days of the Week
- Number of Times it Can Be Used

Each device can have one Hold Open Code. This code is automatically created and can only be edited by CellGate. To create a new code, the old one must be deleted first.

Hold Open Codes open the gate indefinitely until a code is re-entered or the "Close Gate" function is used via the app or web portal.
When you click + Add User, you will be redirected to this page with 5 different sections.

**ADD USER**

WHO DO YOU WANT TO ADD TO THE SYSTEM?

- **Name of the User.**
  - These fields are optional but are available for your reference.
- **Email**
- **Phone Number**
- **Timezone**
  - (UTC-5) Central Standard Time

Add New User

WHAT PROFILES SHOULD JOHN SMITH HAVE?

- **Select Group:**
  - Select...
  - Add Group and Profiles

Select from one of the profiles listed and assign it to your user.

Add New User

WHAT SHOULD JOHN SMITH HAVE ACCESS TO?

- **Yes**
  - Access Code can be used at all locations.
- **No**
  - You choose which locations this Access Code can access.

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Viewing/Filtering Logs

When you click **LOGS**, you will be redirected to this page where you can filter Logs and gate/camera history.

- **Install Location**
- **Access Code**
- **Zap Open Number**
- **Phone Number**
- **Callgroup Name**

**Log Types**
- Images
- Devices
- Alarms
- Device Actions
- Access

**Date**
- From...
- To...

**Response**
- Successful
- Failed
- Pending

**Filter By**
- Schedule

---

**Activity**

<table>
<thead>
<tr>
<th>Happened On</th>
<th>Device</th>
<th>Initiated By</th>
<th>Action</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/24/2021 02:52 am CST</td>
<td>Watchman Gate Front Gate</td>
<td>Cellgate (Admin) Scheduled Event</td>
<td>Gate Closed</td>
<td>Success</td>
</tr>
<tr>
<td>03/24/2021 02:49 am CST</td>
<td>Watchman Gate Front Gate</td>
<td>Cellgate (Admin) Scheduled Event</td>
<td>Gate Opened</td>
<td>Success</td>
</tr>
<tr>
<td>03/24/2021 02:44 am CST</td>
<td>Watchman Gate Front Gate</td>
<td>Cellgate (Admin) Scheduled Event</td>
<td>Gate Closed</td>
<td>Success</td>
</tr>
</tbody>
</table>

Export Logs to a spreadsheet.
Viewing/Editing My Account

When you click ✅ MY ACCOUNT on the Navigation Bar, you will be redirected here.

- **Your primary account contact.**
- **Your primary billing contact.**
- **Click “Add” if you’d like to add another contact.**
- **Click “Edit” if you ever need to update your contact info.**

When you click ✧ across from Account or Billing, you will be redirected to this page where you can update your contact info.

**Contact Details**

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>CellGate</td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>Address</td>
<td>2150 Chenault Drive</td>
</tr>
<tr>
<td></td>
<td>Unit #</td>
</tr>
<tr>
<td></td>
<td>Carrolton</td>
</tr>
<tr>
<td></td>
<td>Texas</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:your@email.com">your@email.com</a></td>
</tr>
<tr>
<td>Phone</td>
<td>(972) 231-1999</td>
</tr>
</tbody>
</table>

---

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Setting Schedules

To set a Schedule, you will need to navigate back to the Dashboard.

When you click **Schedule**, you will be redirected here.

Add a **Weekly Schedule** here. **NOTE:** Weekly Schedules will hold your gate open during the scheduled time.

Add an **Alternative Schedule** or **Blackout Schedule**.

**Alternative Schedule:** Will override the default schedule for the selected date(s).

**Blackout Schedule:** Will ignore all schedules for the selected date(s).