Rainberry Lake (RBL)

Alta Open System (previously called OpenPath) Installation & Operation

What is it? – The Alta Open system enables Residents of Rainberry Lake (Villas or Homes) to open the Resident's Entrance Gate (right-side entry lane) using their cellphone (Android or iPhone). Alta Open is *not* to be used as a *clicker* or a substitute for the RFID Tag system, nor is it to be used *REMOTELY* to let *guests* into the community. Rather it will enable Rainberry Lake *residents* enter the community while traveling in a vehicle *not* equipped with an RFID Tag – taxi, rental car, loaner vehicle, or while traveling in a friend's car.

Requirements – As explained above, Alta Open is not to be used as an alternative to an RFID Tag. Therefore, it is a prerequisite that the resident have an RFID Tag on any vehicle they use regularly, and the phone number associated with the Alta Open account must also be programmed in the resident's Callbox. The resident must install the Alta Open software application (app) on their cellphone and then activate it with an Alta *Open invitation email* from the *System Administrator* (Rainberry Lake Rec. Area Security)*.* **Note- to support Alta Open, the hosting cellphone must have Internet access though a Mobile Data connection when at the gate, must give the Alta Open app *Location Permission,* and must have Bluetooth *turned-on*.**

Once activated, the Resident can use the Alta Open app on their cellphone to open the Resident's Entrance Gate.

Requesting an *Invitation* – A resident may *request* an *Alta Open invitation* (activation email) by sending an email request to OpenPath@rainberryvillas.com. Note that only residents that live in RBL, permanent or seasonal, shall be eligible for Alta Open and any attempt to transfer the Alta Open credential will result in the account being disabled. A maximum of two (2) AltaOpen accounts may be assigned to each address.

The email request must originate from the email address accessible by the Resident's cellphone, and must include the resident's name, Rainberry street address, and the phone number of the resident's cellphone that will host the Alta Open app. Each *invitation* can *only* be used on the *designated cellphone*.

Installing and Activating – You will receive an email from *Avigilon Alta* with the subject "*Unlock doors at Rainberry Lake".*

Open the *email message* on the designated cellphone that will host the app and follow the email instructions to *install and activate* the *Avigilon Alta Open* app*.*

Once the app is installed, you will be requested by the app to enter the email address you used to register Alta Open.
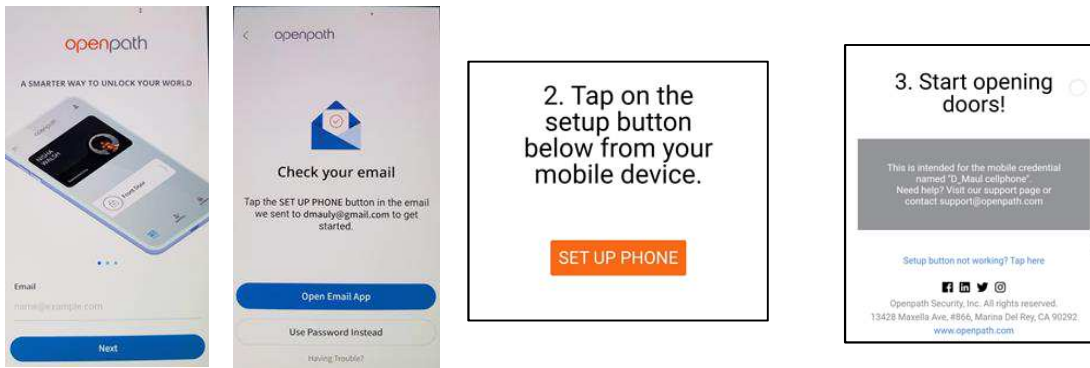

Once the phone is setup and you click on the Alta Open icon, the Entry Gate screen will appear.
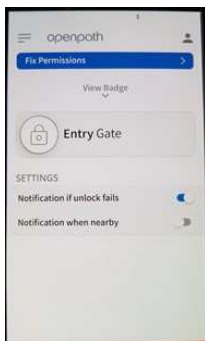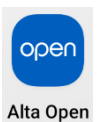
Note: If **_Fix Permissions_** appears at the top, tap on it and allow whatever *permissions or settings* are requested (usually *location and Bluetooth). Note - w*hen Selecting *Location,* choose *All of the time*

In order to function, the Alta Open app *must* be allowed *Location Permissions,* so *'Remove permissions and free up space'* must be turned *off.*
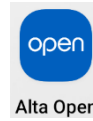
Opening the Gate – Click on the OpenPath app on your phone by taping on the blue *AltaOpen* icon and the Gate Open screen should appear.

NOTE: If it says *"searching for nearby gates"* tap on *"View all"*.

ONLY when your vehicle is in position immediately in front of the Resident's Gate (the right-most gate), tap on Entry Gate

DO _NOT_ PRESS _Entry Gate_ UNLESS THE VEHICLE is in position and **YOU** are looking **AT THE GATE**. When you tap on **_Entry Gate_**, after a short delay the Resident's Gate will open. Once the gate is open, please proceed immediately through the gate as **the gate will only remain OPEN for a few seconds.**

DO NOT TAP ON ENTRY GATE MORE THAN ONCE!

AltaOpen is **NOT** a garage door opener. If the gate does not immediately open, Be Patient - **_WAIT_**!

If a message appears on the screen that says:

You must activate Bluetooth feature on your phone to continue.

If you receive a message that says **'Remote Unlock Denied - Your device may be too far from the entry', you are either too far from the gate when you tap on Entry Gate, or your phone did not resolve your location.**
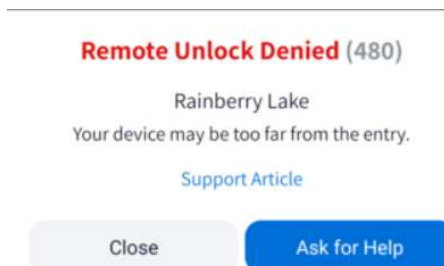
Once you receive the ***Denied*** message you may tap on ***Entry Gate*** again. If you continue to receive the ***Denied*** message after three attempts, your phone is not providing your location to the system. Your phone must be set to provide 'Location Permission – all the time' to the AltaOpen app. (see Troubleshooting)

Admitting Guests: AltaOpen is ***NOT*** an alternative to the community Callbox. You may only admit Guest's vehicles if you are at the entrance and in position to view and supervise the operation of the gate.

The gate will ***CLOSE IMMEDIATELY*** after the vehicle passes through to ***PREVENT TAILGATERS FROM FOLLOWING***. Therefore, your guests ***MUST NOT ATTEMPT TO FOLLOW YOU THROUGH*** the gate.

> TIP – If you wish to admit a guest vehicle following you, you should first pass through the gate and when the guest is in position, press the *Entry Gate* button again to open the gate for the guest. DO NOT DO THIS UNLESS YOU ARE IN POSITION TO VIEW THE GATE OPERATION.

WARNING - Large trucks *and* vehicles pulling trailers

Do ***NOT*** attempt to enter with or admit large trucks or any vehicles pulling trailers with the AltaOpen system. If you do, ***THE GATE WILL CLOSE PREMATURELY*** damaging the gate and/or the vehicle. You will be responsible for damages. These types of vehicles are only permitted to enter Rainberry Lake when the guard is on-duty (8 AM to 8 PM).

NOTE: All activity on your AltaOpen account is recorded and the system will report any misuse.

 Any misuse of the system including attempts to transfer, copy or reassign AltaOpen will warrant suspension or cancellation of AltaOpen privileges.

> *Please do not operate your phone while driving. Either a passenger should operate it for you should pull off to the side of the community entrance lane to use Alta Open. Then you need only tap the 'YES' button when you have moved up in position before the Resident's Gate (the gate on the right-side of the entry lane).*

Troubleshooting

If you were trying to Remotely use your OpenPath to admit a visitor at the gate and received the message **'Denied – Too Far From the Gate',** note that **Remote Operation** is Not Permitted. Your visitors must go through the guard or use the Callbox.

iPhone - If you were near the gate when you tried to use Alta Open and received the message *'Too Far from the Gate'*, the problem is related to your iPhone settings. Your iPhone must have 'Location Services' turned ON and the Alta Open App must be given '*Permission* to use your Location'. If it still says you are "too far from the gate", turn on Bluetooth as the system may also use Bluetooth to detect your presence at the gate.

Please click on the following link to read an Apple Support Article on Location Services.

https://support.apple.com/en-us/102647

Android phone – If you were near the gate when you tried to use Alta Open and received the message *'Too Far from the Gate'*, the problem is related to your Android phone settings. Your phone must have 'Location Services' turned ON and the Alta Open App must be given 'Permission to use your Location'.

- **Open your phone settings and click on Apps.**
- **Select See All Apps scroll down and select Avigilon Alta Open.**
- **Select Permissions and scroll-down until you see Remove permissions and free up space. Turn this switch OFF (slide to the left)**
- **Select Location.**
- **Select Allow all the time and turn ON 'Use precise location'.**
- **Then back out of settings**

The above instructions may vary slightly depending on the make and version of the phone. If the app still says you are "too far from the gate", turn on Bluetooth as the system may also use Bluetooth to detect your presence at the gate.