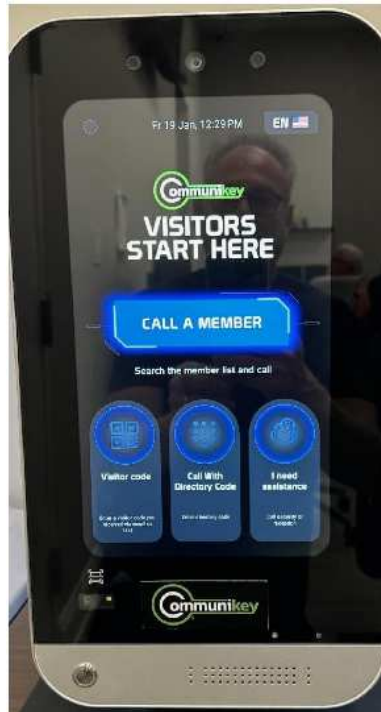# Rainberry Lake Callbox - Instructions

Rainberry Lake has a Callbox at the community entrance named *CommuniKey*. This document will provide instructions to Setup and Operate the Communikey System including Advanced Features. All Rainberry Lake residents are urged to install and setup the Communikey app to utilize the Advanced Features.

The new CommuniKey system is very similar to other community Callboxes. The Visitor Unit located at the Community Entrance is a touch-screen display that displays a Directory of Residents Names. For security, the Resident's phone number and address are **not** revealed to Visitors.

Visitors can scroll through a list of names arranged alphabetically by last name but it is more convenient if the Visitor opts to **search** for a resident's name, as the system uses *context searching* that will enable searching for last name, first name or a portion of either. Entering the first few letters on a keypad at the bottom of the screen will bring up a list of possible matches. The Visitor may then tap on the correct name to initiate a call to that resident.

Rainberry Lake Callbox - Instructions

Operation of the Communikey system is simple and straightforward:

1. When a resident receives a call from the CommuniKey system, the call may be answered just like a normal telephone call.

   IT IS NOT NECESSARY TO D**IAL 1 TO ANSWER THE CALL**.

2. To open the Visitor's Gate and admit the Visitor,

   DIAL 1 TO OPEN THE GATE (not 9).

3. **CALLS TO RESIDENTS WILL ORIGINATE FROM (561) 228-1896**.

   To ensure the call is not blocked or ignored, please enter this number in your phone *contact list* and name the entry *Rainberry Callbox*.

4. A new Communikey cellphone app offering advanced features and capabilities will be covered in pages that follow. ***Installing and logging into the app is strongly recommended!***

If a resident wants to change their callbox information – Directory Name or Phone Number - please email callbox@rainberryvillas.com and include your name, Rainberry Lake address, and phone number.

WARNING!

Do NOT attempt to admit large trucks, busses, RVs, vehicles pulling trailers, or any other large vehicles using the Callbox.

The gate *will* likely close on these vehicles, breaking the gate and/or damaging the vehicle. You will be responsible for the damages.

These large vehicles must only enter the community when the guard is on duty, after 8 am and before 8 pm, as indicated on the signs at the entrance.

Rainberry Lake Callbox
App Installation and Operation Instructions

Installing and Setting Up the CommuniKey app

If a resident's Callbox Phone Number is a Smart Cellphone number, they may install and use the Communikey app. If the phone number is for a Landline the app cannot be used and the Advanced Features are not available to that Resident. A resident may request that the system Administrator change their phone number by sending an email to callbox@rainberryvillas.com. Please include your name, RBL address and the cellphone number.

Download the app

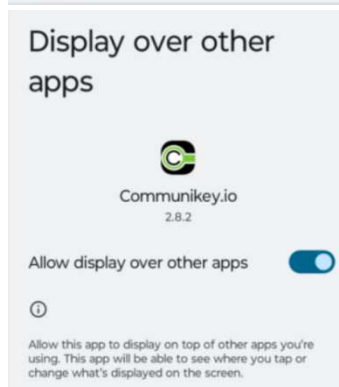Download and Install the CommuniKey.io app from the Google Play Store or the Apple App Store.
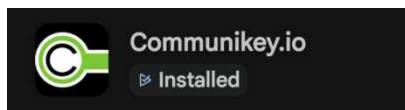
Look for this icon

Once downloaded, Open the app. IMPORTANT! You will be asked to allow the app permissions. You must allow the app to have all permissions requested.
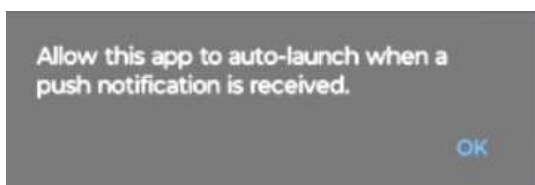
Some of the following screens may only apply to Android or iPhone.
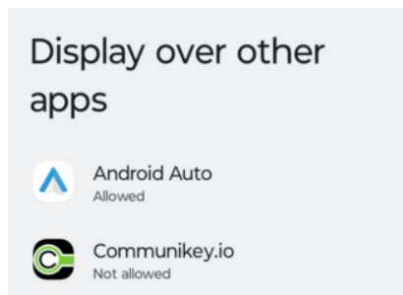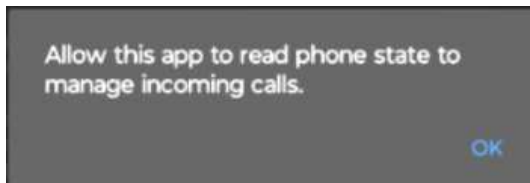
  Select *CommuniKey.io*

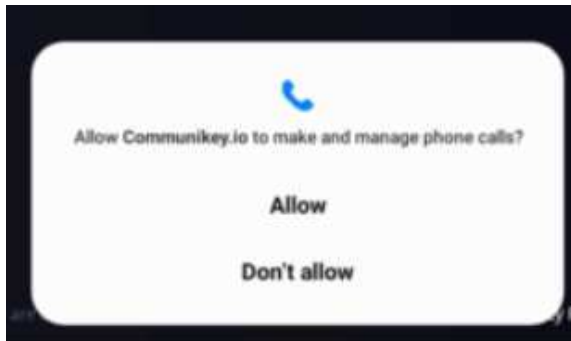 ***Slide the button to the right as shown***
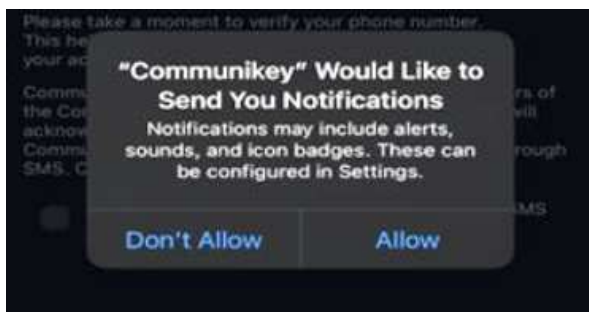
  Select *OK*

Rainberry Lake Callbox
App Installation and Operation Instructions


Select *OK*

Select *Allow*

Select *Allow*

Enter *your* phone number – that is the phone number of this phone. Note that you must *click on **acknowledge** and then* **SUBMIT**

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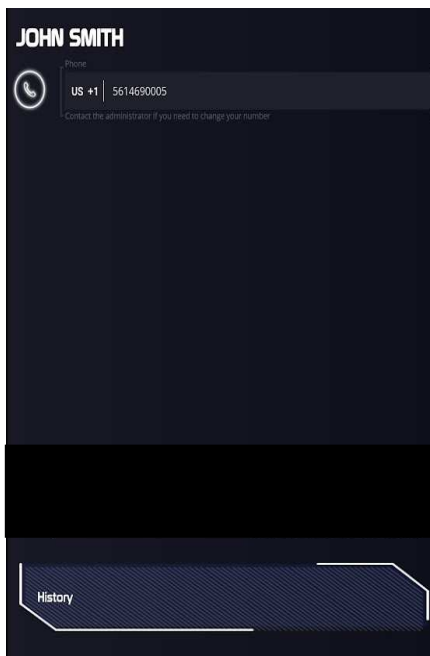
Rainberry Lake Callbox
App Installation and Operation Instructions

968956 is your Communikey verification code.

The CommuniKey system will then send you an *Authorization Code* via text message, to confirm the phone number.
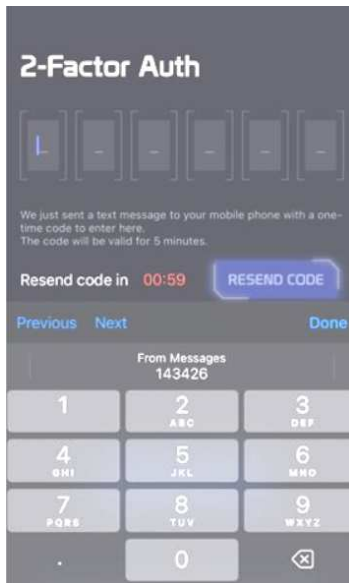
Enter the code that you received - 2-Factor Auth code

You will then be asked to *Create a Password.* Please save the password in a safe place in case you need to login again later.
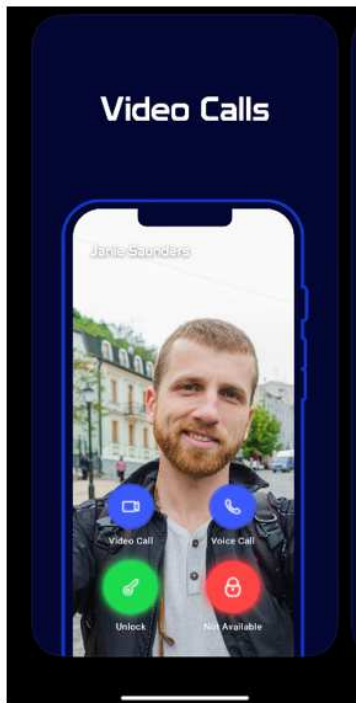
Your CommuniKey app is now setup and the screen will look like this:

You may now *close* **the CommuniKey app. Your phone is now ready to receive calls from the Callbox.**

Rainberry Lake Callbox
App Installation and Operation Instructions

Using the CommuniKey App

When a Visitor calls you from the CommuniKey system, the app will open with a snapshot of your visitor
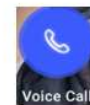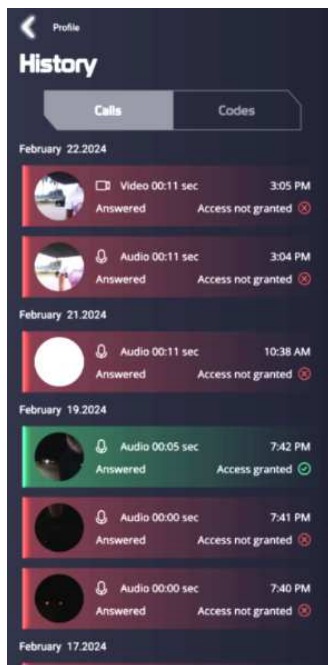

You may select to:

Open the gate

Answer the call and speak to your visitor

Start a one-way video call with your visitor

Reject the call

Call History

The app also includes a button labeled *HISTORY*. If you click on it you will see a list of Calls received, including the *time* and *date*, a *snapshot* of the visitor, whether you *answered* or *missed* the call, and if you answered, whether you *granted access* (opened the gate) for the visitor.
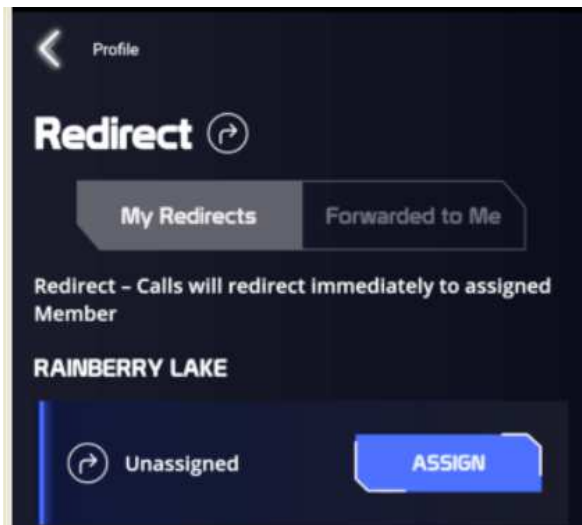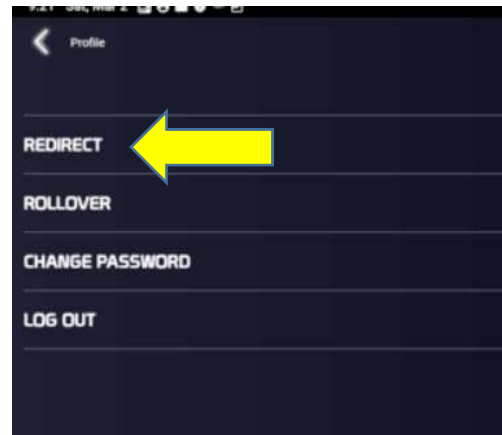
Rainberry Lake Callbox
App Installation and Operation Instructions

Redirect Feature

A resident may designate another resident (called the *assigned member*) to receive their Callbox calls.
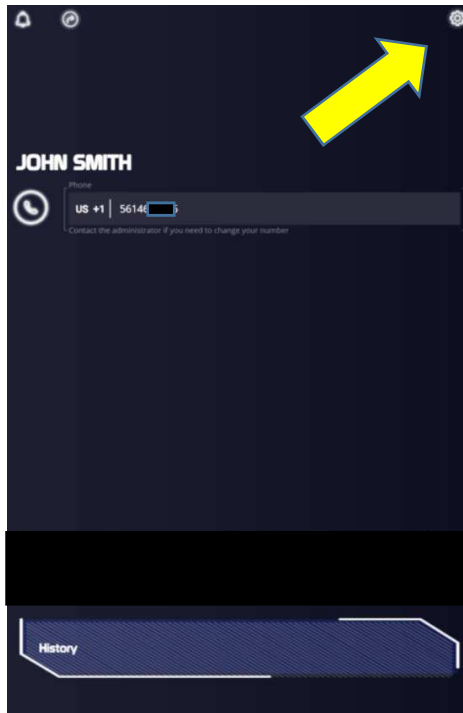
From the home-screen, *click* on the *gear-symbol* in the upper-right of the screen and this screen will appear. *Click* on *REDIRECT.*

Click on **ASSIGN** and enter the 10-digit phone number of the Communikey User you want to send your calls to (they must also have the Communikey App installed). Then *click* on their name and *click* on **CONFIRM**

The *User* will then receive a text *notificaton* that you assigned them as a **Redirect** (or **Rollover) Assistant.**
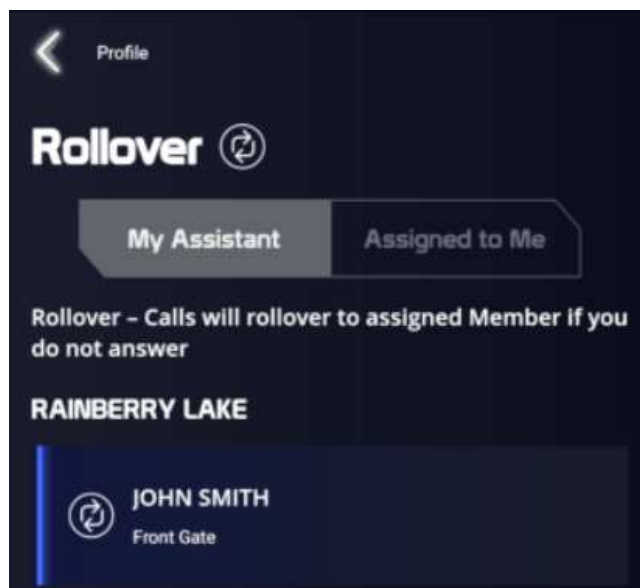
That User may *click* on the **Forwarded to Me** *tab* to see if any members have forwarded (redirected) their calls to him.

Rainberry Lake Callbox
App Installation and Operation Instructions
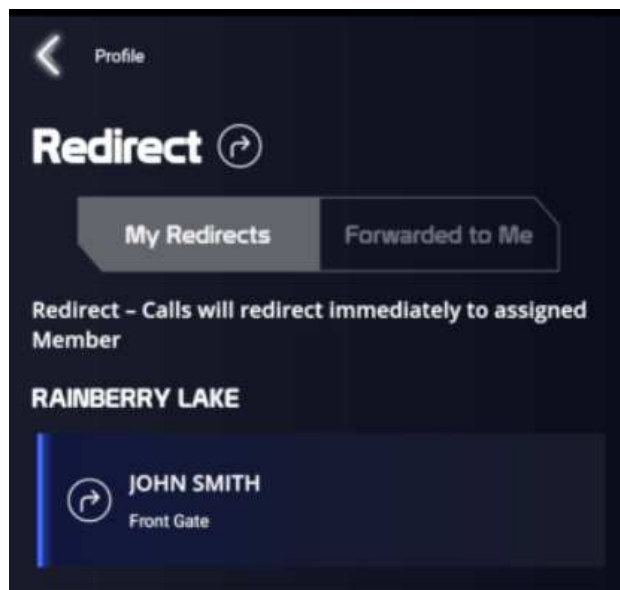
A **Rediirect** is shown here setup. To delete the **Redirect**, slide the name of the *assigned member* to the left and select the *trash-can* icon.

Rollover Feature

A resident may setup *Rollover* to another resident (*assigned member)*.
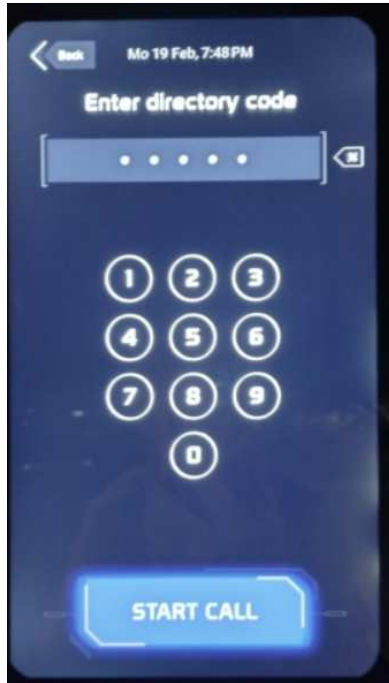
If the resident does not answer a callbox call within 30 seconds, the call will *Rollover* to the *assigned member*. Note that the Resident with the *assigned member* must also be assigned a Callbox and have the CommuniKey app installed and setup on their phone.

To setup **Rollover, s**ee the instructions for **Redirect** above as the setup is very similar.

Directory Codes

As an alternative to spelling the *first few letters of a resident's name*, a resident may be assigned a *unique Directory Code*. This can be helpful when the pronunciation or spelling of a resident's name is ambiguous, or, for example, when the person who took their pizza order spelled the name phonetically on the delivery slip.

The visitor may then tap on "I have a Directory Code" and a keypad will open on the screen. When they enter the resident's unique four-digit code, the system will initiate a call to the assigned Resident. The resident may then answer the call and open the gate for the Visitor.

Directory Codes are assigned by the System Administrator. To request a Dirctory Code please send an email to callbox@rainberryvillas.com. Please include your name, RBL Address and phone number.

Rainberry Lake Callbox
# *App Installation and Operation Instructions*

Using the CommuniKey Entry System (Visitor's Instructions)
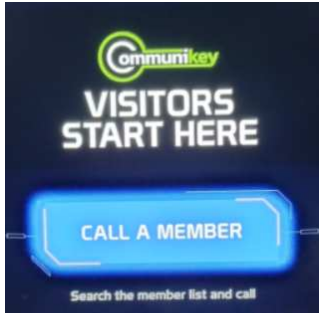
When the Rainberry Lake guard is off duty (8 PM to 8 AM), visitors and delivery persons must use the community callbox (CommuniKey) to contact the desired resident and that resident can then open the Visitor's gate to admit the visitor.

When the guard is off duty there is a lighted sign on the left side of the community entrance lane that says "Stop Here" at the callbox. If the visitor missed the sign, when they reach the guard both they will see other signs that tell them to "Backup and Use the Callbox".

Once at the callbox the Visitor may touch Call a Member (resident).
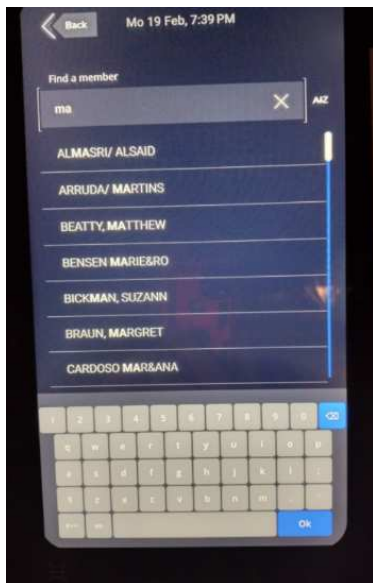
A list of resident names in alphabetical order by last name, and a touch keyboard will appear.

The Visitor may scroll through the names, however, we recommend tapping on 'search' and typing in the first few letters of the resident's last name or first name to display a short list of possible matches.

Touching the correct name will initiate a call to that resident.

Rainberry Lake Callbox
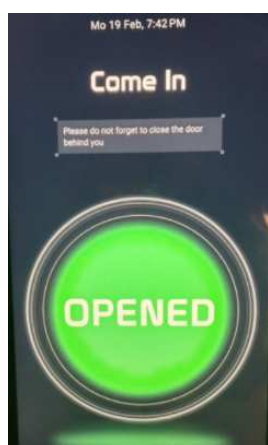# App Installation and Operation Instructions
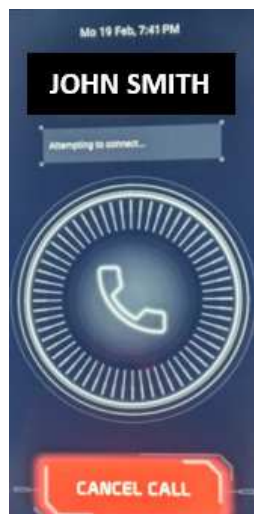
While the resident's phone is ringing, the Visitor Unit screen will say "ATTEMPTING TO CONNECT".

If the wrong resident is being called the visitor may touch CANCEL.

When the call is answered, the resident and visitor may converse.

When the Resident opens the Visitor's gate, the visitor will see this screen and the call will disconnect.

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Rainberry Lake Callbox
App Installation and Operation Instructions

Simultaneous Calling of Residents

The CommuniKey system may be setup to call two resident's phones simultaneously when a visitor uses the callbox. When the phones ring, the first to answer the call will be connected and may open the gate for the visitor. This may be useful when, for example, husband and wife should both receive a call when a visitor arrives, in case one or the other is unavailable.

To set this up, the CommuniKey app must be installed on both of the phones, however **the phone number and password used to log in on both of the phones must the same, the phone number and password of the primary user** that is programmed in the Communikey system.

When entering the phone number in the *secondary user(s)* phone, a text notification will be sent to the *primary user's phone*. The text message will include a unique code and this code must be entering in the *secondary user's phone app (2FA).* Therefore, the phones must be in the same location during the initial login/setup process.
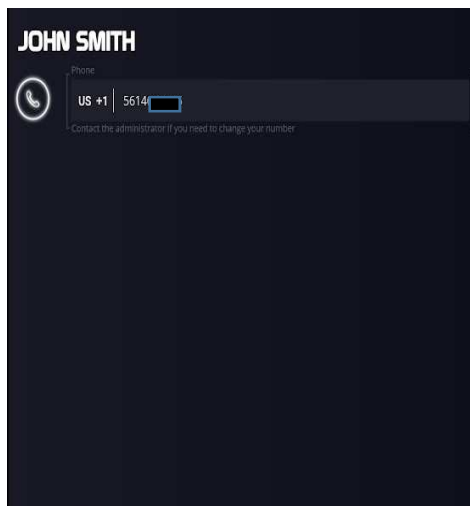
Once setup, the CommuniKey app home screen on both phones will appear the same, showing the primary user's name at the top of the screen and the primary user's phone number.

If either of the users logs out of the app or changes phones, the login/setup procedure must be repeated.