From: Jeannie Redinger communications@kenyonandassociates.mailer.appfolio.us
Subject: Gat Controller Upgrade
Date: October 13, 2026 at 1:41:46 PM
To: fairwaysatfieldcreek@icloud.com

Dear Fairways Residents,

Please see the message below from Jeff Houston, chair of The Fairways' Gate & Landscaping Committee.

Good afternoon,

Yesterday we installed an upgrade to our gate controller that changes our connectivity for voice and data. The new Voice over Internet Protocol (VoIP) system allows for much faster and reliable programming and reduces our recurring monthly service fee by over 40%. As part of this transition, we have been assigned a new phone number for our telephone entry system (intercom). Effective immediately, calls from visitors at the entrance gate will come from (775) 630-3435 instead of (775) 413-4536.
Please update the number in your phone's Contacts list so that you can easily identify calls from visitors requesting entry. We have been holding the gates open until DoorKing rebuilt our resident database and that was just completed.
As before, when someone calls you from the gate, answer the call and after verbally identifying the visitor, press the 9 button on your telephone keypad to Admit. If you do not hear a confirmatory tone that the gate is opening, try pressing the 9 button twice in rapid succession as the duration of the touch tone generated by some phones may not be long enough to trigger the system. If a visitor has called your number in error, press # to Deny—this immediately resets the intercom as opposed to them having to wait for the system to time out if you just hang up on them.
If you have activated the Call Screening feature introduced in iOS 26 on your iPhone, it is important that you have the gate's phone number in your Contacts list as the call screening process can block the call without even giving the visitor an opportunity to record their name.
You may also wish to add this contact/number to your Do Not Disturb exceptions if you ever have late night or early morning visitors (e.g. a 5:00 AM rideshare to the airport).
We have gotten complaints from several residents saying that calls from the gate's

telephone entry system never go through to their phone. In every instance that this has been reported, it has been because the resident had inadvertently blocked the number after getting what they thought was a spam call, so please be sure that this new number is in your Contacts list to prevent that from happening. To unblock a phone number on an iPhone, go to Settings > Privacy & Security > Blocked Contacts, then swipe left on the number you want to unblock and tap Unblock.
Attached is a Virtual Contact File (VCF) for The Fairways Gate which you can import into you Contacts list on compatible phones.

Jeff



The Fairways HOA Gate.vcf
75 KB