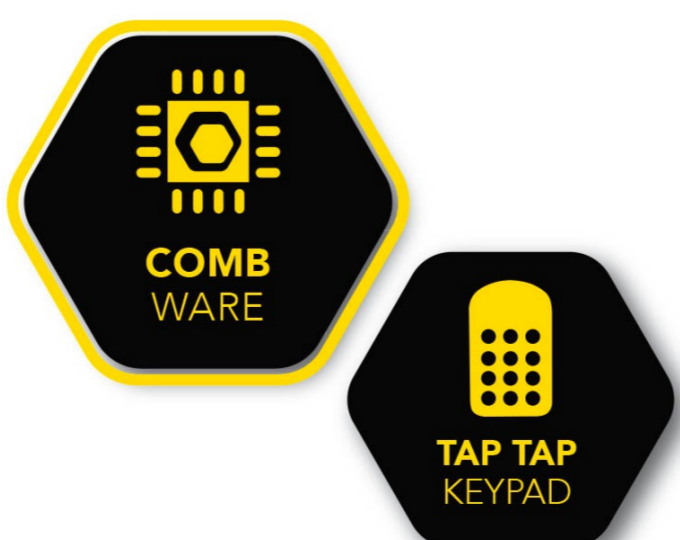# TAP-TAP

Requesting Entry and Exit temporary access PINs via SMS and communicating the pins to their visitors. Visitors can enter these TAP pins via a remote wired keypad or on the Intercom itself. The entire mechanism is secure and provides an audit trail via Comb Portal.
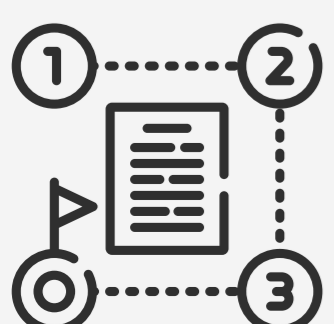
Comb
Communications

COMB
WARE

TAP TAP
KEYPAD

TAP-TAP VISITOR ACCESS USER GUIDE

1. When you are expecting a visitor, SMS the word "TAP" to your Gate cellular number.

2. Wait for a return SMS.There are two different approaches based on the intercom located at the organisation:
- MKII Lite intercoms provide 1 pin for Entry and Exit.
- MKII BB intercoms provide two separate pins for Entry and Exit.

The SMS should read: "Gate: The temporary access pin for Entry is XXXXX and Exit is XXXXX. Valid for 2 tries."

3. Forward the SMS received to your visitor via SMS or Whatsapp or any other form of communication.

4. The visitor will provide the pin to the guard on duty to open the gate without the him/ she having to call you for permission.

5. When your visitor exits, they will type the Exit pin on to the grey keypad at the exit gate. This will open the gate with no intervention from the guards.

6. Please note that an entry pin is valid until midnight daily, thus should your guest leave later than 24:00, you may request an EXIT pin by SMSing the word "TAPEX" (no spaces) to the gate cellular number. *This is only for MKII Lite pcb's

7. For Exit purposes only:

MKII Lite - To request for an Exit only code SMS – Tapex(n) where n would represent the number of exit codes is required.

MKII BB – To request for an Exit code – SMS TAP(n) where n would represent the number of exit codes required. The intercom will reply with an entry and an exit code – provide the visit(s) with the exit codes only.

8. Please note that these commands are not case sensitive - and can be sent using upper or lower case.

Your Gate offers you easy-to-use Visitor Access Management, simply follow the steps above.

TAP-TAP VISITOR ACCESS
PROCESS OVERVIEW

1 Visitor dial resident code.

2 Resident answers incoming call.

3 Resident pushes 9 on phone.

4 Entry gate opens.

ENTRY

5 Resident receives TAP-Ex code SMS.

SMS

6 Visitor enter the exit TAP code.

7 Exit gate opens.

EXIT

Temporary pins (TAP) can be obtained by residents using an SMS from anywhere, therefore no internet is required.