cellgate

WATCHMAN® EVO

Call in Progress

Open End Call

App User Guide

CellGate Support: 972-231-1999 option 2

■ Getting Started

After your property's account has been set up, you are ready to take the next steps of receiving calls from the Watchman EVO system.

■ Enrollment/Password Creation (Multi-Tenant Only)

You should have either received a temporary password from your property or received a password creation link from alerts@cell-gate.com to your email. Search your email box for this message—it may have gone into junk or spam.

*IMPORTANT: *your password may only include numbers and letters; it must also be a minimum of 8 characters. W450 Watchman users will simply use their selected password from the account setup form.*

■ Callgroup Setup

Each home has a designated Master User. This contact will have the ability to manage app users and phone numbers within a Callgroup. This is how visitors will reach your household after selecting your display name at the entrance. *Standard users will only use the Watchman EVO app to answer calls.*

❶ Login

Master users will login at https://user.zapopen.com.

- **Display Name** is the directory name that will show at the entrance to initiate calls to your household (multi-tenant systems only)
- **Address** is only visible to Master Users and System Administrators—visitors cannot see this information.

Callgroup sequence: Tier 1 (calls app users for 30 seconds), then Tier 2 (calls app users for 30 seconds), and then Tier 3 (calls phone numbers for 30 seconds).

*IMPORTANT: *add 972-231-1999 to your phone contacts as "CellGate" – you will receive a phone call from this number to your designated Tier 3 numbers. You will answer normally and then press, briefly hold "*" to open the gate.*

Additional users may be added by clicking [⊕ Go to Add User Wizard]

The Master User is defaulted in the 1st slot of Tier 1 (initial phones called). Tier 2 (secondary phones called) is for additional app users, but not required. If this is blank, calls will roll from Tier 1 to Tier 3 (voice line).

Tier 1

Initial Phones Called- Will Ring simultaneously for 30 seconds

1st:	David ▾	+ Edit User
2nd:	Select... ▾	
3rd:	Select... ▾	

Tier 2 (not required; skipped if blank)

Secondary Phones Called- Will Ring simultaneously for 30 seconds

1st:	Select... ▾
2nd:	Select... ▾
3rd:	Select... ▾

Tier 3

Voice Line - no Video, can be a landline or mobile

Voice only 1st:	(__) ___-____
Voice only 2nd:	(__) ___-____
Voice only 3rd:	(__) ___-____

Cancel ✔Save

- Make sure to click "Save" after making your changes.

See page 7 for more details.

■ App Calls

Download the EVO app for you and/or your users to be able to receive live streaming video calls from the gate. This will allow users to see and hear their visitors. Note, video is one way and visitors will not be able to see users.

❶ Download the Watchman EVO App

Android Users – visit the Google Play store   **Apple Users** – visit the App Store

Search for "Watchman EVO" from Gouldin Technologies, LLC

Install the app to your device(s).

❷ Accept ALL App Permissions

For proper functionality, please make sure that all app permissions are accepted on your device(s). Select "Accept" when prompted.
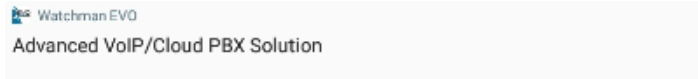
❸ Login

App users will login to the EVO app. Note, the username is a designated email.

④ Stay Logged In

You may close the app by swiping it away in Activity Monitor or in Recent menu, but you should see the "EVO Advanced VoIP / PBX Solution" notification show up in your tray (Android).
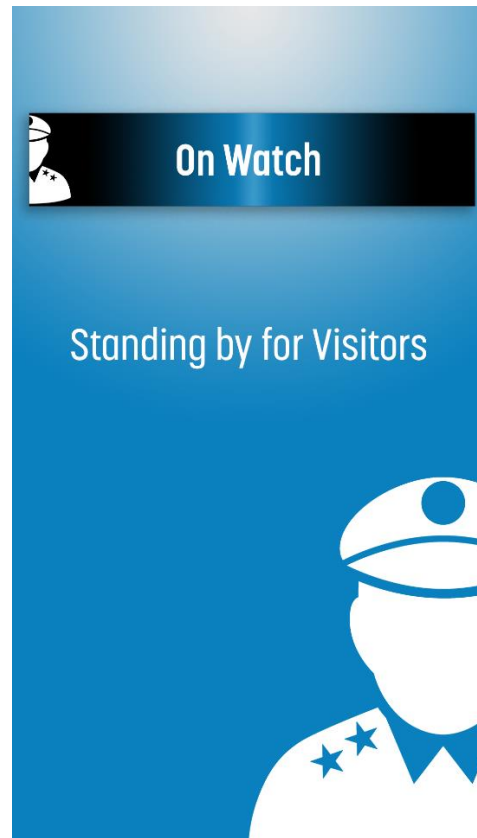

Watchman EVO
Advanced VoIP/Cloud PBX Solution

①

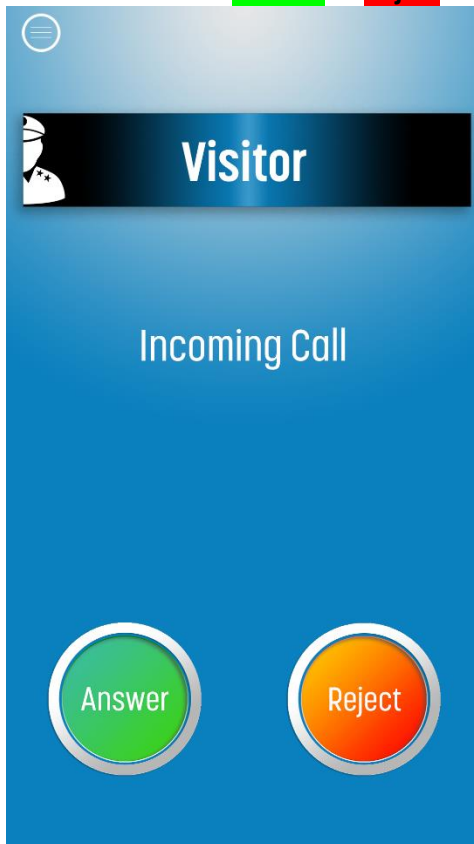For iOS devices with a lock, call notifications will appear as shown. Swipe **right** to answer.

②

After initial log in, you will see the Standby Screen. You may close the app so that it is in low power mode. *Note item 4 above.*

❸ Incoming Call
Press and hold Answer or Reject

❹ Video call in progress
Press and hold Open or End Call

*IMPORTANT:** add please review your device's notification settings as this may interrupt the EVO app's ability to notify you of a call with sound.

WATCHMAN CALLGROUP CONFIGURATION

Note: Only active users with "Allow Web or Mobile App" access and have access to this installed location are listed in the subgroup.

Create additional users

Call Group

⇄ Swap ⊕ Go to Add User Wizard

Display Name: Scarlett,Brown ✓

Address:

Shows on Device Directory – must be less than 15 characters

Initial Phones Called- Will Ring simultaneously for 30 seconds

● **1st:** Sales Admin ▾   **+ Edit User**

2nd: Select... ▾

3rd: Select... ▾

Indicates a user is logged into EVO app

Update user passwords

Secondary Phones Called- Will Ring simultaneously for 30 seconds

1st: Select... ▾

2nd: Select... ▾

3rd: Select... ▾

Leave blank to skip from Tier 1 straight to receiving back up telephone calls on Tier 3

Voice Line - no Video, can be a landline or mobile

Voice only 1st: (972) 231-1999

Voice only 2nd: (___) ___-____

Voice only 3rd: (___) ___-____

Enter numbers to receive calls from 972-231-1999. Press * to open gate!

Cancel ✔Save

Make sure to Save!

There are three tiers within the call group. Tiers 1 and 2 are where users that will receive video calls from the EVO app will be listed. Tier 2 is optional. Should you miss your app calls, you may enter up to three telephone numbers in Tier 3.