

Internet Modem Server ^(Pat Pend)

Frequently Asked Questions (FAQ's)



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1. What is the Internet Modem Server?

The Internet Modem Server is a unique hybrid service that allows any PC to use a regular internet connection for sending programming changes to a DoorKing Telephone Entry System, without the need of adding an internet connection at the Entry System, and without the need to add a dial up modem at the PC. The DoorKing IM Server is available for a nominal subscription fee.

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2. A fee based service? Why do I have to pay to program DoorKing systems?

The Internet Modem Server is just one of several methods available to connect to your DKS system. DoorKing actually offers 7 different methods of connecting for data transfer, more than any other brand of entry system on the market. Of these 7 connection methods, 6 would be considered "Free". This provides you with many options to program your systems without any charges from DoorKing.

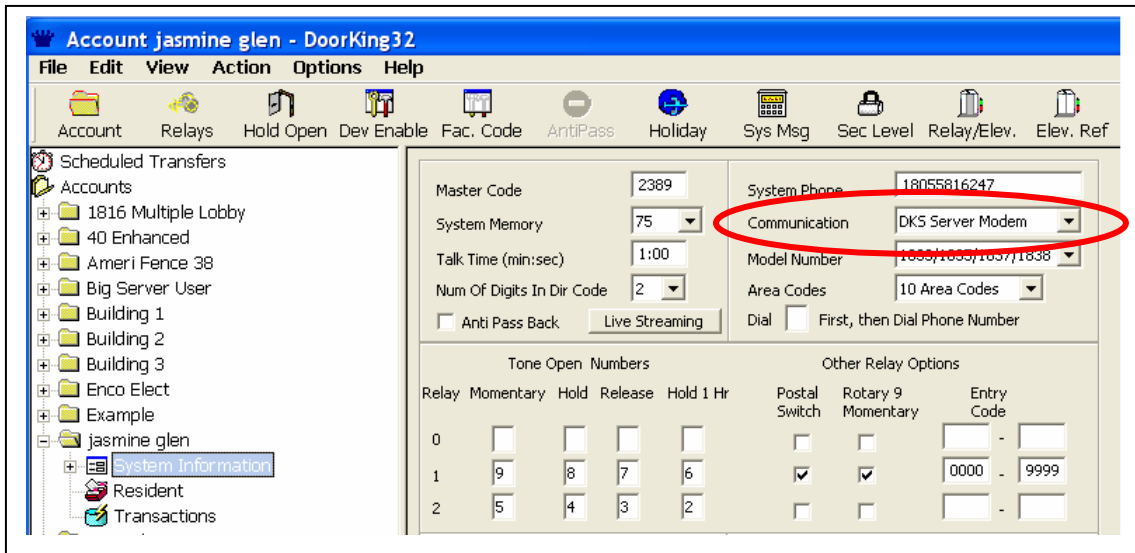
In most cases the IM Server may be most cost effective and certainly the easiest way to program your system. Please visit <http://www.doorking.com/connect> for more information.

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3. How's does the Internet Modem Server work?

To use the DK Server Modem Server, you select this method of communication on the "System Information" screen in the Remote Account Manager software. Once you complete your data input and click SEND DATA, the program sends the data that you have entered (resident names, phone numbers, card codes, etc.) to our server via your internet connection. The server then makes a modem connection (a phone call via our modem banks) to the DKS system in the field and downloads the data via this connection.

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4. What are some of the advantages of using the Internet Modem Server?

This hybrid approach combines the best connection alternative at both ends of the programming process:

The easiest and most cost effective method of transferring data at the PC is an internet connection. Most PC's are already set up with an internet connection and this requires little or no set up.

The easiest and most cost effective method of connection at the Telephone Entry System is a voice modem. This uses the existing telephone line and requires no additional equipment or hardware, no internet connection, and no Ethernet or hard wired connection.

The IM Server provides the best of both worlds, tying your PC's internet connection to the modem connection at the Telephone Entry System and providing a simple and easy method of transferring your programming information. In fact, you can use the Internet Modem Server on DKS systems that were installed 10 years ago without any hardware updates or changes! If you are programming more than a single system, the Internet Modem Server is especially useful since it will program multiple systems simultaneously, something that is impossible with a standard modem connection.

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5. What are some of the other methods to program my DoorKing Entry System that would not have a monthly fee?

The most common method is a modem to modem connection. This requires purchasing a modem and getting a telephone line at each PC that will be used for programming your system. Another method is to connect a RS232 Data wire from the PC to the entry system. This is only possible if the entry system is within a few hundred feet of the PC. DoorKing offers some additional “direct connection” options including RS-422 or Wireless.

In addition, DoorKing systems are also programmable via Ethernet. An Ethernet cable can be connected from the office router to the system. It is also possible to order DSL service to provide Ethernet access to the system.

For more information, visit the DoorKing connection web page www.doorking.com/connect and view the “7 Methods of Connectivity” video. This site provides details on these and other methods of connection. You can also view presentations with detailed information on this program and how to activate your systems in the IM Server.

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6. I have been using the Internet Modem Server for free. Why do I have to pay now?

The Internet Modem Server was started a couple years ago as a test program intended to be used when people were having trouble connecting to our systems with their own modem. Because of the advantages that this program offers and how simple it is to use, the popularity and usage of the system has exploded. The IM Server is now being used by thousands of people around the country with a 98% successful data transfer rate.

DoorKing has continued to update the server hardware, providing improvements in performance, adding phone lines and modems for data transfer, and developing redundant systems to ensure reliable operation while minimizing the potential for down time.

Throughout the development phase of the program, the IM Server was made available to users at no cost. Now that the final server hardware configurations are complete, with maintenance and back up contingencies implemented, there will be a nominal subscription fee to use the IM Server. This is to help cover maintenance and operating costs.

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7. Do all of my offices need to register and pay?

Each DoorKing Entry system that you wish to program through the IM Server needs to be “Activated”. However, if you have more than one person or office that connects to the Entry System, each person does not need to pay. Once a system has been “Activated” by a User ID, then any other User ID can connect to this system without the need to list the phone number or pay a subscription fee. These additional programmers can set up their profile as a “Data Entry” registration.

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8. What does it cost?

Fees for use of the Internet Modem Server are subject to a subscription plan fee. The fees apply to each individual system that the server is used with. A system is defined as a unique telephone number AND master code combination. The subscription fee that you will be charged for each system is based on the highest number of residents in the system's memory during a billing cycle. The fees shown below are for reference; the server will determine the actual fee based on the highest number of residents. The subscription fee allows for unlimited connections per month. These fees are billed to your credit card or can be debited from your bank account. The Annual Billing program also offers the alternative of paying by check.

In many cases, the fees average less than 2 cents per resident per month.

There are two subscriptions plans available:

	Annual Billing Plan	Monthly Billing Plan
Up to 100 Residents	\$23.40 / Yr	\$1.95 / Month
101 to 250 Residents	\$47.40 / Yr	\$3.95 / Month
251 to 500 Residents	\$71.40 / Yr	\$5.95 / Month
501 + Residents	\$107.40 / Yr	\$8.95 / Month

Fees are based upon the number of names within you database. You can estimate the number of names to give you an idea on your fees. If your system has a history of data transfers through the DK Server, then an "Actual" count of names will be displayed on your Entry Systems page. Or, once you start sending or receiving data, the actual count will be filled in or updated.

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9. How does the billing work?

Monthly Plan: Billing is generated at the end of the month and fees are based upon the highest number of names in your database that was transferred during this billing period. For example, in June you had 93 names in the database, billing would fall into the 1-100 level. In July you increased your resident count to 138, billing would move up to the next level, 101-250. In Aug the database went back down to 96 names, billing would adjust back down to the 1-100 level.

Under the monthly plan, you may see slight changes in the monthly billing if your database falls close to one of the level thresholds.

Annual Plan: Billing is pre-billed for the year at a flat rate, based upon the database from the previous 12 months. New systems receive 30 days of free access to the server, and the effective date is following this 30 day period. Using the same example, if you had 93 names in your database, then billing for the year would be based upon the 1-100 level. This flat fee would provide access to the IM Server even if your database exceeds the billed level. Upon renewal, the system looks at the current 12 month period and determines the renewal rate for the upcoming year.

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10. Are my payments secure?

Payment is billed automatically to a Credit Card or E-Check bank debit. On the Annual billing plan, a manual “paper check” option is available (\$15 processing fee applies).

We use Authorize.Net, one of the largest credit card and e-check processing gateways, to handle all of your sensitive credit card and bank account information. All credit card and e-check information that you enter during the registration process (or subsequently edit) is received and processed directly by the highly secure servers at Authorize.net, using encrypted Secure Sockets communications, and is never stored at our facilities. Not even our own customer service or tech support personnel can access this information - your confidential data is completely under your control.

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11. Can I “Pay by Check”?

This option is only available with the Annual Billing Cycle (\$15 processing fee applies). At the effective date, the User will be emailed a link to the annual invoice (this can also be printed from your User Billing page). The payment should be mailed to DoorKing along with a copy of the invoice. Payment is due within 30 days of the effective date (or renewal date). If payment is not received notice will be issued regarding payments due and the account may be suspended.

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12. When will I start getting charged for my subscription?

Jan 1, 2012 begins the subscription based service. On your “Billing” page you will see a “Next Bill Date”. This is the effective date for your billing period.

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13. Will I get a billing notice or statement?

The Billing Page of the User Registration site includes a link to show and print a billing statement. Once your billing cycle is effective, you will also receive an email notification upon billing with a link to this statement.

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14. Do I need to pay now?

No payments are due until your subscription period begins. This would be following any special Early Activation incentive period. Once you register (setting up a User ID and Password), select Annual or Monthly subscription period, and set up your desired method of payment, there is nothing you need to do until your billing period starts in 2012.

For credit card payments, an Email notice will be sent with a statement showing actual charges. For “paper check” payments, an Email notice will be sent with a link to the invoice. Print the invoice and send a copy in with your payments.

15. What do I need to do to use the IM Server and program my systems?

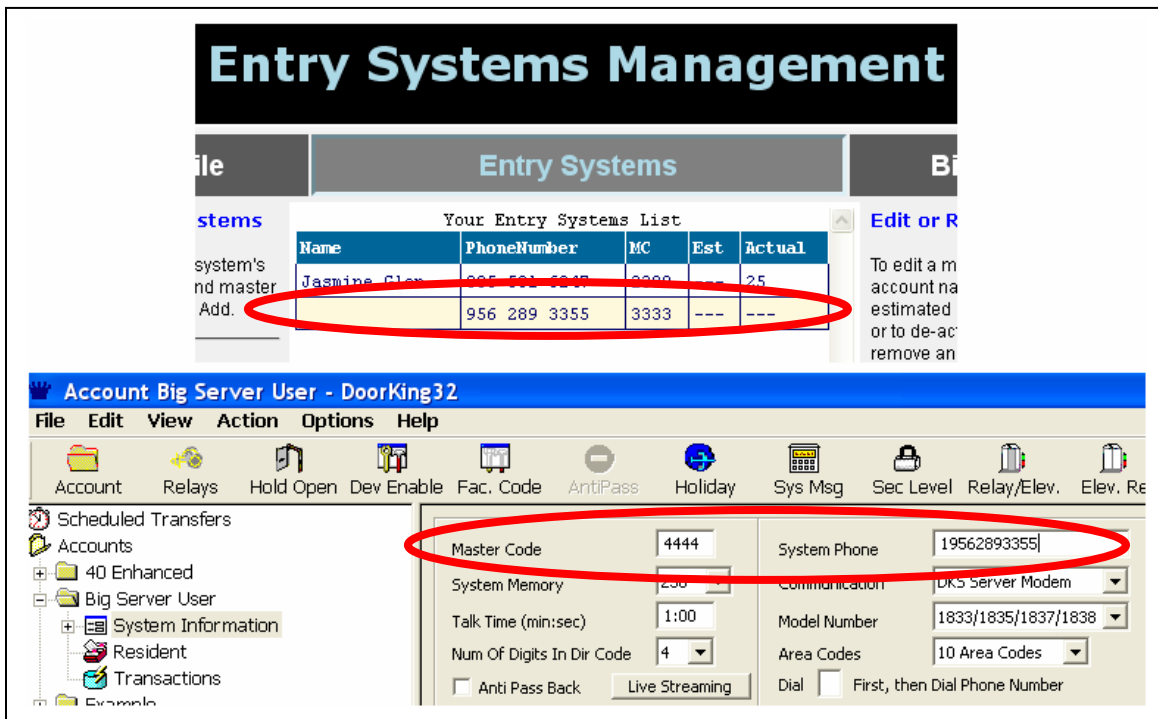
To use this service, you need an internet connection at your PC and the DoorKing Remote Account Manager software (V 6.3 or higher) installed on your PC. There is a 3-Step process to activate your systems. Start by visiting the DK Server website

<http://dksdb.dksoftware.com/UserLogin.aspx>

- ☑ **Registration:** This requires some simple contact information for you and your organization. You will also select a User ID and a Password. Remember, if billing information is included for your account, please keep your User ID and Password secure.
- ☑ **Entry Systems:** Each phone system that you wish to program must be listed. This is where you will “List” any entry systems that you will be responsible for. Systems are listed by Phone Number and Master Code. You can also estimate the number of names in your database. Once you start sending data, the actual number of names will be filled in automatically. NOTE: Make sure the Phone # and Master code match what you have in the DoorKing programming software (see below)
- ☑ **Billing Information:** Select Annual or Monthly billing, and choose a payment option. Note, manual payment (paper check) is only available with the Annual plan. Once you have selected this, please proceed to “Checkout” to complete your activation.

You can print an estimated statement. However, the actual fees will be based upon your actual database activity. Once the billing period begins you will receive an email with the actual statement.

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16. What is a "Data Entry" registration?

On your Registration Profile Page, you can check a box that says "Date Entry". This indicates that you will not be "Listing" or "Paying" for any entry system activations. A Data Entry registration can connect with any entry system that has been activated by another User ID.

For example, if your Property Management firm is paying the subscription fees, local managers or HOA administrators can create a Data Entry registration and connect with these activated systems.

Registration Profile Management

Profile | **Entry Systems** | Billing

Items marked with * are required.

First Name: * Ron Organization: DKS
Middle: Address 1: * 120 Glasgow Ave
Last Name: * Muller
Email Address: *
Work Phone: * 3106542321

Data Entry Option: If you will only be using the IM Server to communicate with entry systems that have been activated by other people or organizations, then check the **Data Entry** box below.

NOTICE: If you need to "Activate" an Entry System for the IM Server, do not select this Data Entry option. Uncheck to box to open the Entry System and Billing pages. [More...](#)

Data Entry

Check if you will only be using entry systems activated and paid for by others. If you need to activate any entry systems, leave this unchecked.

Turn on Data Only status if you will not be listing or activating any entry systems yourself, but will be using only entry systems listed and activated by other people.

Note: You currently have 1 activated entry system. It will be deleted from your activated systems list if you proceed to turn on Data Only status.

Proceed to turn on Data Only status?

OK Cancel

Choose a New Password
At least 6 characters
Repeat New Password

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17. I can't see my Entry System or Billing Pages on the registration site?

If you log in and can only see the Registration Profile page, you have selected "Data Entry". If you need to list and activate phone entry systems, uncheck the box marked "Data Entry".

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DKS DOOR KING

Registration Profile Management

Logged in as: [Log out](#)
S. Miller
[SMiller]

Here you can edit your IM Server registration details, or change your password.

Live Chat Available
[Start](#)

Items marked with * are required.

First Name: * S. Organization: DKS
Middle: Address 1: * 120 Glasgow Ave
Last Name: * Miller Address 2:
Email Address: * miller@doorking.com City: * Inglewood
Work Phone: * 310-645-0023 State: * CA
Zip Code: * 90301

Data Entry Option: If you will only be using the IM Server to communicate with entry systems that have been activated by other people or organizations, then check the **Data Entry** box below.

NOTICE: If you need to "Activate" an Entry System for the IM Server, do not select this Data Entry option. Uncheck to box to open the Entry System and Billing pages. [More...](#)

Data Entry

Update

18. Where can I learn more about fee schedules, user registration and activating my system(s)?

The best way to learn more about these items is to view our Internet Modem training video series at www.doorking.com/connect

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