

# 1830 Series Voice + Data Connection Options via – Phone Line / Internet / Cellular



For use with Remote Account Manager Software 6.3.i and higher

## POTS (Plain Old Telephone Service) phone line at the 1830 system

If the connection to your DKS entry system is a POTS (Plain Old Telephone Service) line, then the phone line can be used for both voice communication and system programming.

- Voice Communication – Telephone Company
- Data Communication – DKS IM Server Modem

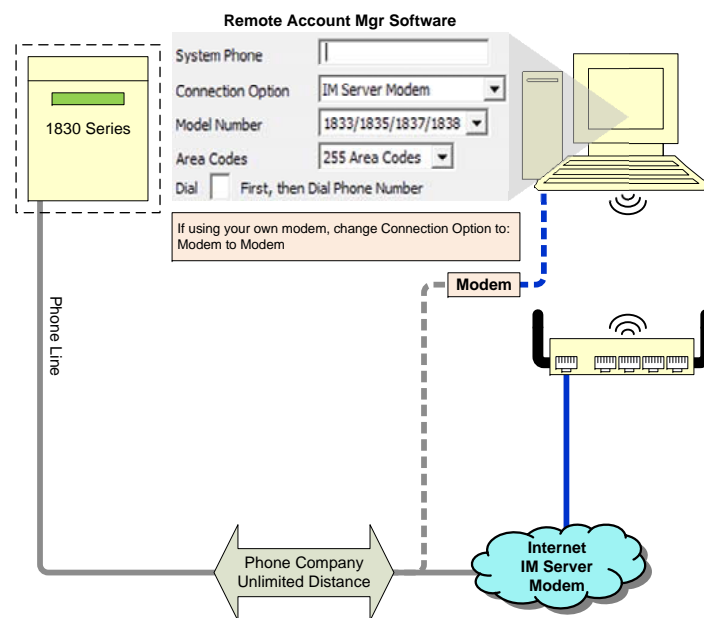
Be aware that this type of “legacy” connection has limitations and the telephone companies will no longer support these POTS lines after 2020. You should also be aware that in many cases, newer digital phone service may negatively affect modem service programming. The DKS IM Server Modem is not compatible with VoIP services.

**The DKS IM Server Modem\*** is a fee based service that provides a modem connection to the entry system. All you need at your computer is an internet connection. You are responsible for the telephone line charges for the POTS line connected to the entry system.

\* Patent 9,049,306

### Use your Own Modem

You can use your own modem connected to your computer by selecting modem to modem in the connection option pull down menu. However, please note that existing modem-to-modem connections may become unreliable as telephone service providers update their systems and infrastructure. These factors are beyond the control of DoorKing and as such, DoorKing does not offer technical support for communication failures between a PC modem and the DKS entry system. If the modem connection is found to be functional at the entry system, troubleshooting the PC modem will be the responsibility of the owner.



## Internet (Network) cable at the 1830 system – Plug & Play

If the connection to your DKS entry system is with a network cable, then this cable can be used for both voice communication and system programming. This setup uses the DKS VoIP Voice + data service which guarantees both voice and data connection compatibility.

- Voice & Data Communication – DKS VoIP Voice + Data

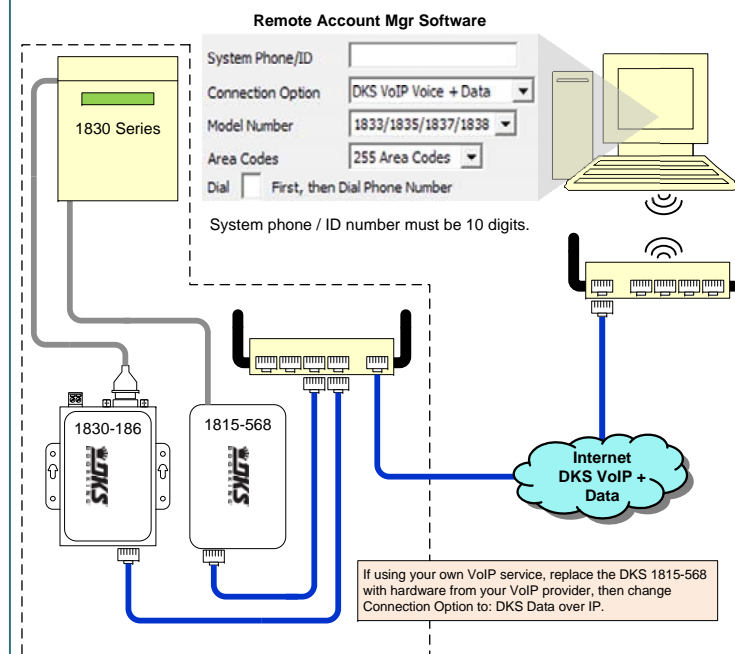
To utilize the DKS VoIP Voice + Data service, you will need the following items connected to your entry system:

- DKS P/N 1830-186 TCP/IP Network Adapter (for data transfer)
- DKS P/N 1815-568 VoIP Adapter (for voice communication)

**The DKS VoIP Voice + Data** is a fee based Plug & Play service that offers both VoIP service and data transfer service for one low monthly fee without any long term contracts.

### Use your Own VoIP Provider

DoorKing systems and software do offer options for you to use your own VoIP service. Replace the DKS 1815-568 VoIP adapter with hardware from your own VoIP provider, then select **DKS Data over IP** in the Connection Option pull-down menu.



## Internet (Network) cable at the 1830 system – Manual Setup

If the connection to your DKS entry system is with a network cable, then this cable can be used for both voice communication and system programming. This setup allows you to utilize your own data transfer service and your own VoIP service, but does require some manual setup on your part.

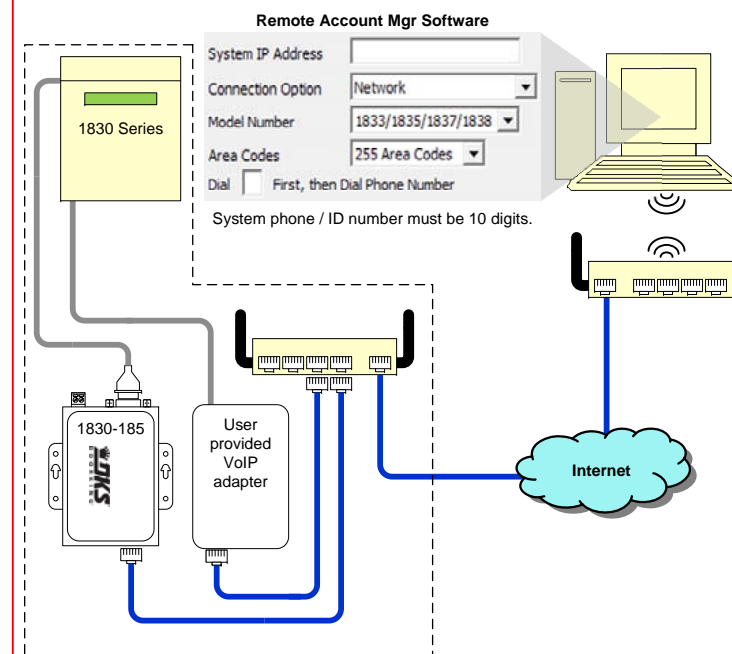
- Voice & Data Communication – Your choice

To use your own services, you will need the following items connected to your entry system:

- DKS P/N 1830-185 TCP/IP Network Adapter (for data transfer)
- User supplied VoIP Adapter

### Use your Own VoIP and Data Service

This is a no fee manual configuration option that will allow you to connect to the entry system via the internet without using DKS Internet Services. This requires using the DKS 1830-185 TCP/IP adapter. This adapter requires manual configuration and fees or charges may be incurred for a static IP address or DDNS (Dynamic Domain Name System) host service. Use your own VoIP service, all charges for this service including hardware, subscription, taxes and other fees will be your responsibility.



## No phone line / no network cable? Use Cellular Service.

If the connection to your DKS entry system does not have a working POTS line, or there is no network cable provided (or the distance is too far), then the best and easiest method to connect your DKS entry system for both voice and data communication is via a cellular connection.

- Voice & Data Communication – DKS Cellular Service

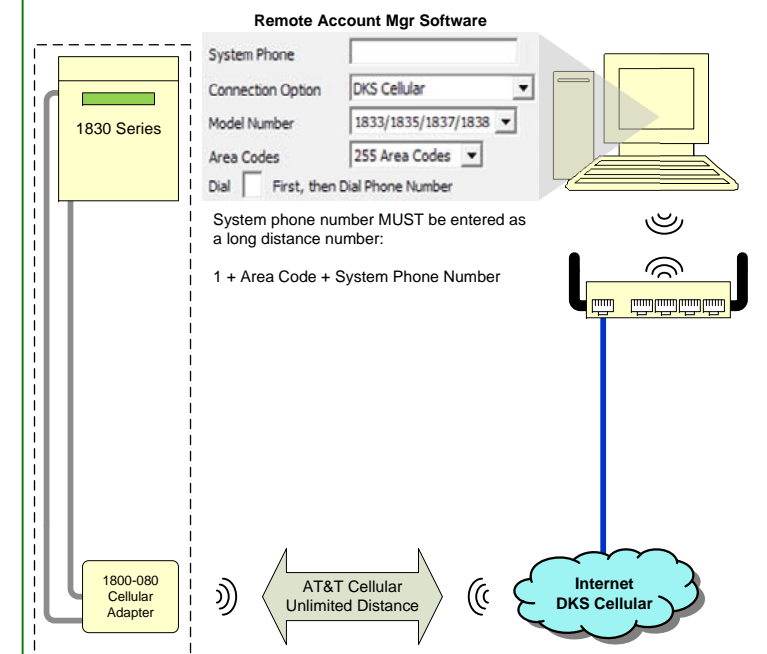
To utilize the DKS Cellular service, you will need a cellular adapter connected to your entry system:

- DKS P/N 1800-080 (use with 1830 Series Systems)

**The DKS Cellular Service** is a fee based service that offers both voice and data transfer service for one low monthly fee without any long term contracts. Cellular service is provided by AT&T 4G LTE where available.

### Advantages of Cellular

- No phone line or network cable to run.
- No conduits or trenching.
- No obsolete slow modems – entry systems program much faster.
- Cellular service offers crystal clear sound – no hums or buzzes.
- Cellular service is practically immune to power surges and lightning damage.



# 1830 Series Data Only Connection Options – Direct Wired / Wireless

For use with Remote Account Manager Software 6.3.i or higher



## RS-232 Direct Connection (Cable)

The RS-232 connection can be used to connect the programming PC directly to the 1830 Series access controller. This type connection provides a data only link. A POTS phone line is used for voice communication.

### Hardware Requirements at Entry System

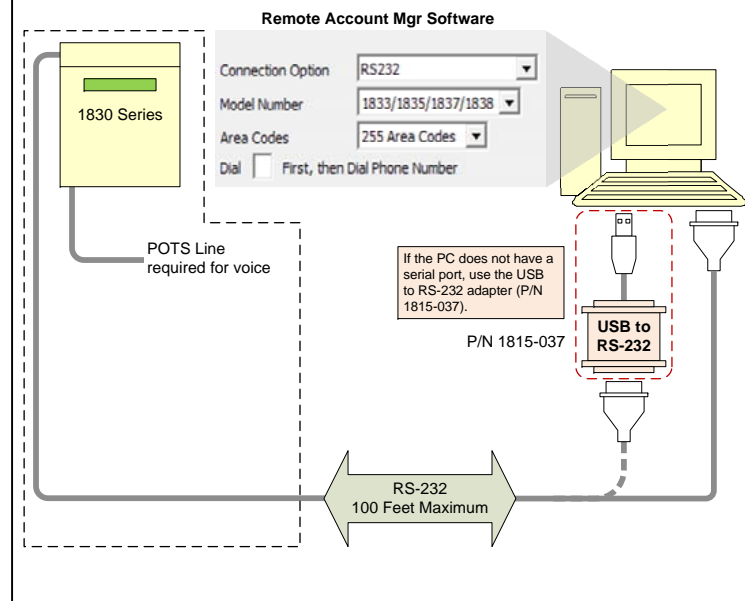
RS-232 5-conductor, shielded serial cable direct to PC.  
POTS line required for voice communication.

### Hardware Requirements at PC

Serial Port  
USB to serial adapter (P/N 1815-037) if a serial port is not available at the PC.

### Other Considerations

Maximum distance from the entry system to the PC is 100 feet.  
Data transfer between PC and entry system limited to a single active transmission.  
Live transaction feature is available.



## RS-232 to RS-422 Direct Connection (Cable)

This is similar to the RS-232 direct connection. However, the RS-232 signal is converted to an RS-422 format, allowing for a greater distance in the cable run.

### Hardware Requirements at Entry System

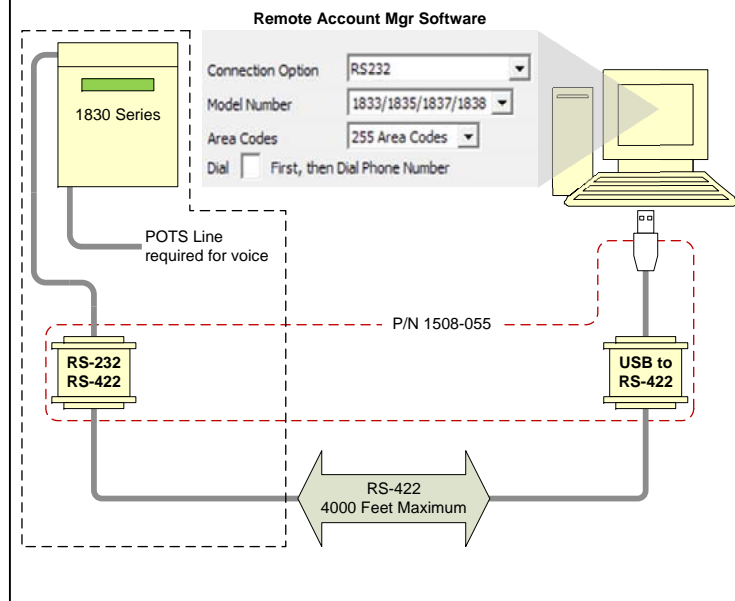
RS-422 to RS-232 adapter (included in kit).  
CAT-5 cable direct to PC.  
POTS line required for voice communication.

### Hardware Requirements at PC

RS-422 to USB adapter kit (P/N 1508-055)

### Other Considerations

Maximum distance from the entry system to the PC is 4000 feet.  
Data transfer between PC and entry system limited to a single active transmission.  
Live transaction feature is available.



## LAN (Local Area Network) Connection

This is similar to the RS-232 direct connection, but data is sent and received via your local area network (router).

### Hardware Requirements at Entry System

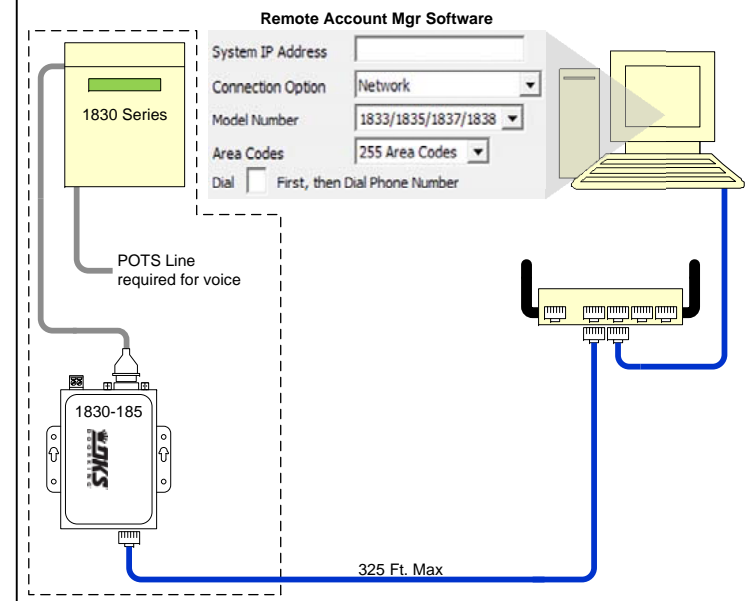
1830-185 TCP/IP adapter.  
CAT-5 cable from the router to the TCP/IP adapter.  
RS-232 cable from the TCP/IP adapter to the entry system.  
POTS line required for voice communication.

### Hardware Requirements at PC

Wired or wireless connection to your router.

### Other Considerations

Maximum distance from the TCP/IP adapter to the router is 325 feet.  
1830-185 TCP/IP adapter will require manual configuration to access the router the PC is connected to. This will include port forwarding and access through the router firewall.  
Data transfer between PC and entry system limited to a single active transmission.  
Live transaction feature is available.



## RS-232 Wireless Connection

This is the same as the RS-232 direct connection, but data is sent and received via a wireless interface. This provides an RS-232 connection in applications where running a cable is not practical.

### Hardware Requirements at Entry System

Wireless Adapter Remote unit.  
TCP/IP adapter.  
POTS line required for voice communication.

### Hardware Requirements at PC

Wireless Adapter Base unit.

### Other Considerations

Distance from the entry system to the PC is line-of-site, 1000 feet maximum.  
1830-185 TCP/IP adapter will require manual configuration to access the router the PC is connected to. This will include port forwarding and access through the router firewall.  
Data transfer between PC and entry system limited to a single active transmission.  
Live transaction feature is available.

