



Frequently Asked Questions (FAQ's)

- [1. What is the Internet Modem Server?](#)
- [2. A fee based service? Why do I have to pay to program DoorKing systems?](#)
- [3. How's does the Internet Modem Server work?](#)
- [4. What are some of the advantages of using the Internet Modem Server?](#)
- [5. What are some of the other methods to program my DoorKing Entry System?](#)
- [6. Do all of my offices need to register and pay?](#)
- [7. If I am not using the IM Server, do I still need to register my software??](#)
- [8. Is DoorKing set up as a Vendor with my Company?](#)
- [9. What does it cost?](#)
- [10. How does the billing process work?](#)
- [11. Are my payments secure?](#)
- [12. Can I pay by Check?](#)
- [13. Will I get a billing notice or statement?](#)
- [14. Am I charged as soon as I "Check Out"?](#)
- [15. How come I keep getting bills for my annual account? Or why does my Monthly Bill change?](#)
- [16. What do I need to do to use the IM Server and program my systems?](#)
- [17. What is "Data Entry" registration?](#)
- [18. I cannot see the "Entry Systems" or "Billing" pages on the registration site.](#)
- [19. Where can I learn more about fee schedules, registration and activating my system\(s\)?](#)

1. What is the Internet Modem Server?

The Internet Modem Server is a unique website that allows any PC to use a regular internet connection to send programming changes to a DoorKing Telephone Entry System. This eliminates the need of installing a "Modem" at your programming PC, or paying for an internet connection at the Entry System. The DoorKing IM Server website is available for a nominal subscription fee.

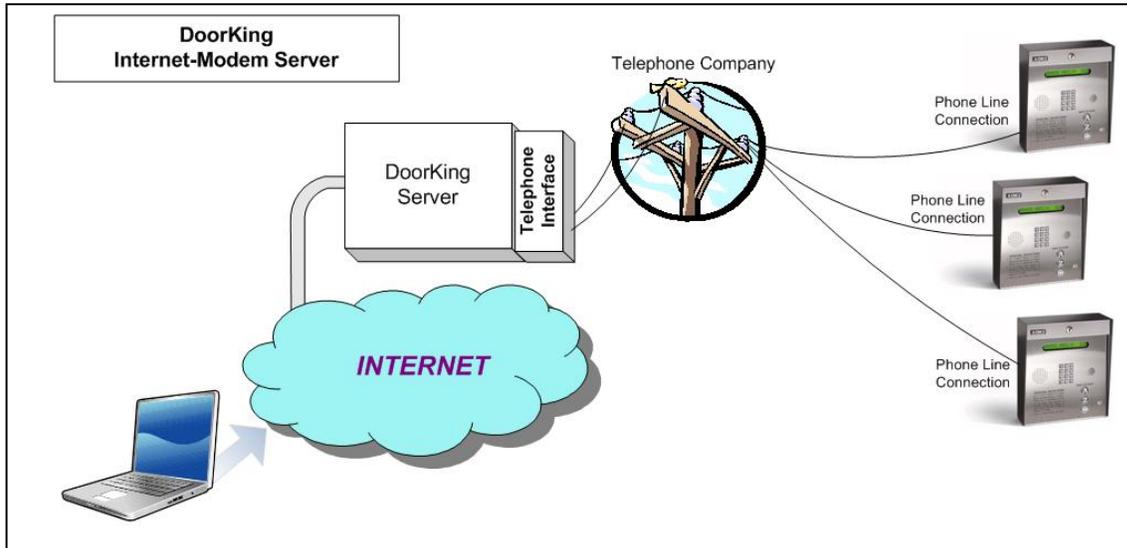
2. A fee based service? Why do I have to pay to program DoorKing systems?

DoorKing software is free, and there is no cost to program your DoorKing Entry System. The Internet Modem Server site 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".

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

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 DoorKing 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 the IM Server site 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.



[\[Return to Top\]](#)

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. PC's already have 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.

[\[Return to Top\]](#)

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 website <http://www.doorking.com/IMserver> 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.

[\[Return to Top\]](#)

6. 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 have an active “Subscription. However, if you have more than one person or office that connects to the Entry System, each person does not need to pay. Once an entry system has a valid subscription, 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.

[\[Return to Top\]](#)

7. If I am not using the IM Server, do I still need to register my software??

We recommend registering the software. This is a simple process which allows us to advise you when there are software changes or updates available. There is no cost to register the software and we do not share this information. If you choose not to register the software will continue to function properly.

[\[Return to Top\]](#)

8. Is DoorKing set up as a Vendor with my Company?

The DoorKing IM Server program is not a “Vendor” based service. This is an Internet Subscription to the DoorKing Server Website, which lets you use the Server Website for sending data to and from your entry systems. This is like a membership fee or subscription to any fee based website.

[\[Return to Top\]](#)

9. What does it cost?

Each Entry System that is programming through the Internet Modem Server will be subject to a subscription plan fee. 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 actual number of residents & vendors in your database. 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 (Pricing effective 10/1/2013):

	Annual Billing Plan	Monthly Billing Plan
Up to 100 Residents	\$37.40 / Yr*	\$3.95 / Month
101 to 250 Residents	\$62.40 / Yr*	\$5.95 / Month
251 to 500 Residents	\$87.40 / Yr*	\$7.95 / Month
501 + Residents	\$125.40 / Yr*	\$10.95 / Month

*5% DISCOUNT ON ANNUAL WITH AUTOMATED PAYMENT PLAN

Fees are based upon the number of names within your 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.

[\[Return to Top\]](#)

10. How does the billing work?

Monthly Plan: Billing is generated at the beginning of the month and fees are based upon the actual number of names in your database from the previous billing period. For example, in June you had 93 names in the database, the July billing would be based upon the 0-100 level. In July you increased your resident count to 138, the August billing would move up to the next level, 101-250. In Aug the database went back down to 96 names, Sept 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.

[\[Return to Top\]](#)

11. 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. A 5% discount is applied on the Annual Subscription plan for automated payments..

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 tech support personnel can access this information - your confidential data is completely under your control.

[\[Return to Top\]](#)

12. Can I “Pay by Check”?

This option is only available with the Annual Billing Cycle. At the effective date, the User will be emailed a Statement showing the charges for the upcoming year (this can also be printed from your User Billing page once your “Next Bill Date” has arrived). The payment should be mailed to DoorKing along with a copy of the Statement. 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.

[\[Return to Top\]](#)

13. Will I get a billing notice or statement?

Once your billing cycle is effective (see “Next Bill Date” on you billing page), you will receive an email with your account statement. Your credit card will be charged the following day. For Annual payments using the Paper Check option, you should print out the statement and return a copy of this along with you check within 30 days.

[\[Return to Top\]](#)

14. Am I charged as soon as I “Checkout”?

Your are not charged at “Checkout” The billing cycle for each individual entry system does not start until there has been a successful data transfer to that system. If you have multiple entry systems on your account, a data transfer to the first system will generate your billing cycle and renewal dates. All subsequent systems will be added to this billing cycle when they send data, and billed at a pro-rated amount based upon their start data.

Monthly Plan: You will be charged at the beginning of each monthly billing cycle. For example, if your billing cycle started March 5th, your statement will be generated March 5th for the period 3/5 – 4/4 and you credit card will be charged on the overnight billing run.

Annual Plan: On the Annual Plan you will prepay for the year. The initial year is billed at the end of the 30 day free trial period, to allow the system to determine your actual resident count. Following our example, if your billing cycle starts March 5th, you will receive a statement March 5th and you will be billed for the period March 5th 2013 – March 4th 2014.

Please keep in mind, new systems activated on the DK Server will receive 30 days free. If this is a new installation, the billing cycle will start 30 days following the date of the first data transfer to this system.

[\[Return to Top\]](#)

15. How come I keep getting bills for my annual account? Or why does my Monthly Bill change?

This typically happens if you have multiple entry systems on your account. The first system that sends data will start your accounts billing cycle. If you have additional systems that have not yet sent data, they may not be included with the initial bill. Once data is sent to these other systems, they will be added to the billing cycle for your User account, and charged at a pro-rated amount.

16. 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. Registration is recommended even if you plan on using another method to program your systems.
- ☑ **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.

[\[Return to Top\]](#)

17. 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.

DO NOT SELECT "DATA ENTRY" IF YOU HAVE SYSTEMS LISTED OR ACTIVATED UNDER YOUR USER ID. SELECTING DATA ENTRY WILL ERASE ANY ENTRY SYSTEM AND BILLING INFORMATION FROM YOUR ACCOUNT.

[\[Return to Top\]](#)

18. 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".

19. 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 <http://www.doorking.com/IMserver>

[\[Return to Top\]](#)