

1830 SERIES – MODEM PHONE LINE TEST

CHECKING DIAL UP MODEM CONNECTIONS

Telephone Service Providers are implementing many new types of Telephone Technologies, including Fiber Optic terminations at the point of telephone service, and VoIP Digital Phone Service. In some of these applications, Dial Up Modem may be affected by these new technologies.

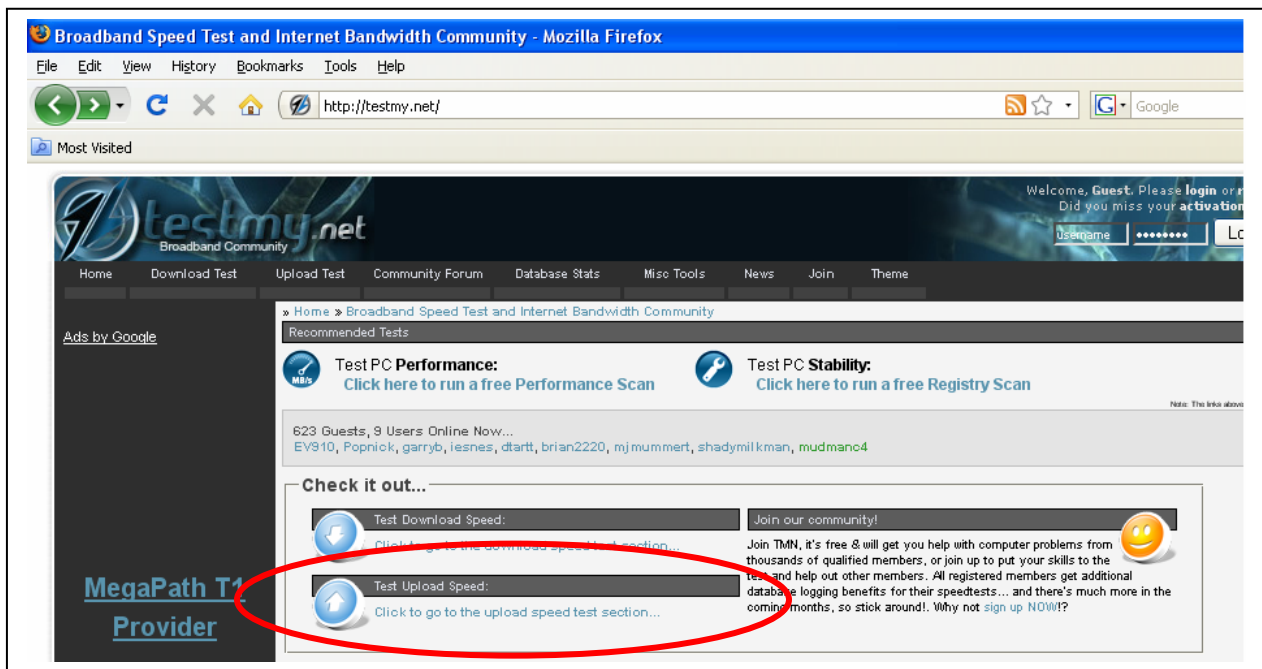
This may be indicated by experiencing Modem Connection problems, even on phone lines that do not show Noise or other common problems.

One method of testing if a Telephone Service is properly transmitting Dial Up Modem signals is to compare the connection speeds of the Telephone line at the Entry System with a Telephone Line that is known to properly support Dial Up Modem connections.

There are several free websites available to test connection speeds. The following is an example for utilizing one of these test sites.

The Website: [Testmy.net](http://testmy.net)

1. **GO TO “TESTMY.NET” WEBSITE** – From a phone line that you know will properly transmit Model Communications, Go to the Testmy.net website and click on the “Test Upload Speed” button.



2. Select “Smart Test” option.

The screenshot shows the testmy.net website interface. The navigation bar includes links for Home, Download Test, Upload Test, Community Forum, Database Stats, Misc Tools, News, Join, and Theme. The main content area features a 'Recommended Tests' section with two options: 'Test PC Performance' and 'Test PC Stability'. Below this is an advertisement for 'MegaPath T1 Provider' with the text 'Get Full 1.5 MBPS T1 Service For As Low As \$249 Per Month. Save Now!'. To the right, under 'Available Upload Tests', a list of options is shown, with 'SmartTest - Picks the size for you based on your speed.' circled in red. Other options include Small (0.6MB) - 579 kB, Medium (1MB) - 1013 kB, Large (1.5MB) - 1496 kB, Larger (2.9MB) - 2992 kB, and Express Dual Test - tests Download & Upload in one test.

3. A test will begin, checking the speed of your internet connection. A “Dial Up” Modem may take 3-6 minutes to complete this test.

The screenshot shows the test results page. At the top, it says 'Testing with 1496 kB of data'. Below this, there is a message: 'Be patient, downloading data... (note: the test may run multiple times to adjust the test size for your line speed)'. A note follows: 'Note: For accuracy this test will continue to forward you to the next test size until you sustain a upload for 13 seconds, once you have completed a test that took over 13 seconds to complete your test is done and you will be shown results.' Under the heading 'This should take...', a list of connection types and their estimated times is shown: Cable Internet - 2 - 47 seconds, Typical DSL - 8 - 47 seconds, Satellite - 10 - 47 seconds, ISDN - 20 - 47 seconds, and Dial-Up - 214 - 416 seconds. The 'Dial-Up' option is circled in red. At the bottom, there is a link: 'If this has taken longer... click here'.

- The Site will provide a Connection Speed rating for your internet connection.

- Once this test has been completed, utilizing your Computer and Dial Up Modem, on a phone line that you know to be successful at “Transmitting Data” with an 1830 Phone System, write down the Connection speed data.
- REPEAT AND COMPARE** – Repeat this test utilizing the Telephone Line provided to the Telephone Entry System. Compare the connection speeds. They should be similar. If you see a significantly slower connection speed, then the Phone Service being provided to the Entry System is having difficulties supporting a Dial Up Modem for data communication.

Should you have any questions on these updates, or on the repair and RMA policies related to these systems, please feel free to contact DoorKing Technical Support.

Sincerely,
DoorKing