



Recommendations for Modem-to-Modem communication

Downgrading from the IM Server to use a Modem-to-Modem connection:

If you would prefer not to use the IM Server for connecting to your entry systems, the most common alternative would be to utilize a Modem-to-Modem connection.

This requires installing a Modem at any computer that will be programming the entry system. There are several factors that may come into play when making this change and it is important that you consider these when making your decision:

1. Understanding the differences between the IM Server and using Modem-to-Modem connections.
2. Changing the settings in your DoorKing programming software.
3. Installing a Modem at the programming PC's
 - Selecting the proper modem
 - Phone Line connections for modem
 - Installing the modem and setting up your computer

The following guide will help you through this change in connection.

DoorKing Internet-Modem Server

1. Understanding the differences between the IM Server and Modem-to-Modem connections:

The IM Server provides the benefits and simplicity of an Internet connection at your Computer, with the easy connection of a Modem at your Entry system.

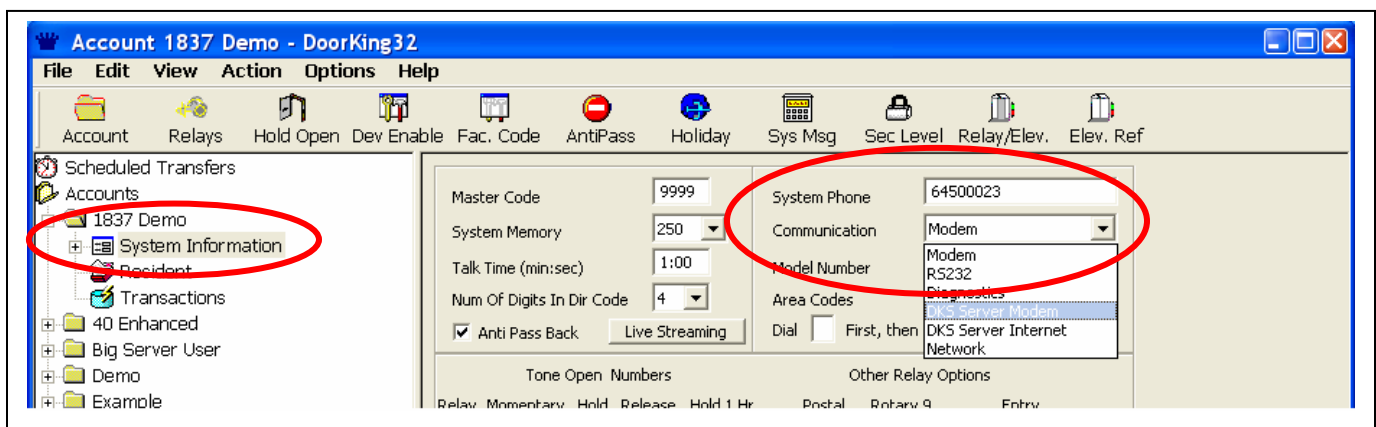
- ✓ Requires only your existing internet connection at the PC
- ✓ Uses the existing phone line and built in Modem at your Entry System.
- ✓ This combines the best of both worlds:
 - ☑ Internet connection at the PC is the easiest and most cost effect method for data transfer at the PC.
 - ☑ Modem connection at the Entry System is the easiest and most cost effect method for data transfer at the Entry System.

This offers a simple, reliable and easy to use method to Send and Receive data from your systems. Downgrading to “Modem-to-Modem” will change this connection format, and reduces some of the programming functionality:

- ✓ All computers that program the Entry System will need a Modem and Phone Line connection.
- ✓ Service technicians may not be able to connect to your systems for trouble shooting.
- ✓ If you have multiple entry systems, your computer can only connect with 1 system at a time, making data transfers a longer process.
- ✓ Modem-to-Modem connections have a higher “Unsuccessful Send” rate that using the IM Server internet connection at your computer.

2. Changing the settings in your DoorKing Programming Software (version 6.3):

- ✓ Open your DoorKing software and click on the “System Information” folder.
- ✓ Use the ‘Drop Down’ arrow next to Type of Communication and select “Modem”
- ✓ Change your telephone number it local area code is not required.



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3. Installing a Modem at the programming PC:

There are many types of modems available on the market. With the changes in telephone service technology, some modems may have difficulties sending data over the phone lines. In many cases this will require that the modem be configured to work properly with your computer and with the type of telephone service that is being provided to the Modem.

Select a high quality modem: There are many new, inexpensive USB modems available. These may or may not function properly with your equipment, based upon your computers operating system and the type of telephone service provided. We recommend the following Modems:

- ✓ **US Robotics 5686G, V92 56K modem.** This has been the modem of choice for DoorKing systems over the years and has proven to provide reliable connection with our entry systems



- ✓ **US Robotics USB-5635 Mini Fax USB Modem**



- ✓ **US Robotics, USB 5637 High Performance V.92 USB Modem**



- ✓ **Hiro H50113, V92 56K modem.**



- ✓ **Make certain that the technician installing the Modem is familiar with the Modem and how to change Modem Set Up strings, and with how to change the connection settings in your computer.**
- ✓ **Check with your Phone Company provider to make sure the telephone service being supplied to the Modem is compatible with Modem Data transfers.**

DoorKing Technical Support can be of assistance. But please keep in mind that we are not familiar with all brands of modems and their set up string configurations.