

September 22, 2017

Follow Up From Kiosk Long Distance Access Meeting on June 23, 2017**ISSUE**

Look at feasibility of using Doorking DKS Cellular equipment to replace GVTC telephone service for Peninsula Kiosk Gate Entry System thus eliminating unnecessary service calls

HISTORY

The Kiosk Gate Entry System is a Doorking product maintained by Quality Access Control Systems of Boerne. The gate data base is kept on a PC at First Service Residential in San Antonio. Any new gate codes, commercial service codes, first responder codes, contractor temporary codes, homeowner telephone number changes and gate remotes are controlled at FSR. Any of these changes require the data base to be updated and downloaded to the Kiosk to be placed into service. There are occasions when the download will not connect to the Kiosk. When that happens, FSR will issue a service call to Quality Access. However, it is not known at the time of the call whether the issue is a Doorking problem or a GVTC problem. History has shown that when the Quality Access technician arrives, a majority of the problems tend to be with the GVTC telephone line. So now a service call has to be made to GVTC to trouble shoot their cable and another service call will have to be scheduled with Quality Access to coordinate with GVTC. This complicates the problem and requires more delays in installing updates to the data base as well as producing unnecessary service calls to Quality Access. All of this results in billable service calls from Quality Access.

SERVICE CALLS TO QUALITY ACCESS THAT APPEAR TO BE GVTC CABLE

YEAR	INVOICE	COST
2016	78762	\$161.30
	79037	\$307.43
	81025	\$193.78
	81096	\$258.73
	83154	\$675.48
2017	83998	\$329.08
	85143	\$193.78
Total		\$2,119.58

Attachment C

INTERVIEWS

FSR

An Interview with FSR personnel who manages the Kiosk data base was conducted. FSR was asked on whether a replacement of GVTC service with a DKS Cellular unit would improve their ability to operate more efficiently. FSR actually has experience using the DKS interface with other POA's in the San Antonio area. FSR reported an improvement in equipment response where the telephone service was replaced. The DKS unit showed an availability to be in the high 90's but there still could be times, mostly during inclement weather, where the DKS unit will need to be reset. There is no upgrade requirement to the management software or additional equipment currently being used by FSR. FSR sees an upside to the replacement.

QUALITY ACCESS CONTROL

An interview was conducted with Quality Access personnel on what would be involved with the replacement of the GVTC phone line. Quality Access has installed 22 DKS Cellular units this year that operate throughout their service area. Their experience with the unit is positive. The DKS Cellular unit is currently in stock and can be installed in less than 30 days. If the unit has to be ordered, it will take a little longer. The unit can be installed on the column where the gate access kiosk is located.

The DKS Cellular unit operates on the AT&T 4G LTE network just like commercial cellular service does. The unit is ordered as a packaged deal; DKS will provide the registration, cellular number, and subscription fee for use. A built-in battery backup is also supplied with the unit. Doorking will bill FSR monthly and FSR will bill Peninsula POA. There is an option to lock in rates if required.

GVTC

No contact with GVTC was made. Since GVTC has installed fiber optic cable in the neighborhood, you would think that a reliable communication connection would be possible. However the service to the Peninsula control house is provided with copper cable. This, along with the conversion interface to the DKS network adapter is where most of our problems occur. The DKS Cellular unit will eliminate the need for the copper cable completely.

Attachment C

COSTS

The following table identifies the costs associated with installing the DKS Cellular unit.

DKS CELLULAR

UNIT	\$	MONTHLY	DESCRIPTION
Installation	\$1,117.14		One Time
Activation	\$45.00		One Time
Monthly		\$49.95	Up to 60 Transfers Up to 450 Minutes
Total	\$1,162.14	\$49.95	

CONCLUSION

PROS

- Digital cellular signal should be more reliable than analog signal from GVTC
- Should eliminate connectivity issues between Quality Access and GVTC and reduce unnecessary service calls and bills
- No changes required at FSR for equipment or software. FSR already operates DKS Cellular equipment for other POA's
- DKS Cellular equipment can be installed on existing gate access kiosk
- Homeowners can use DKS Cellular for calls to their homes thus eliminating long distance charges from GVTC to Peninsula POA
- In case of catastrophic failure of DKS Cellular equipment due to lightning, service to GVTC can be quickly restored
- DKS Cellular equipment can be cut over at a convenient time with no downtime to homeowners
- Quality Access has installed and maintains multiple units throughout their service area so technicians are trained and skilled on DKS Cellular unit
- Assuming the number of service calls associated with GVTC over 2016 & 2017 continue in the future, the DKS Cellular equipment will pay for itself within 24 months

CONS

- Equipment expenditures (one time cost)
- Will not completely eliminate connectivity with DKS Cellular equipment due to weather

Attachment C

It is recommended that the DKS Cellular equipment be installed. It is not necessary to cancel the GVTC service immediately. Once the DKS equipment is installed and in service and has satisfied the Peninsula POA operational requirements, then the GVTC service can be eliminated. However, the GVTC service cable can be left in place so if the DKS equipment experiences unexpected downtime, GVTC service can be re-ordered and back in service quickly. It is expected that the equipment will pay for itself within 24 months.



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

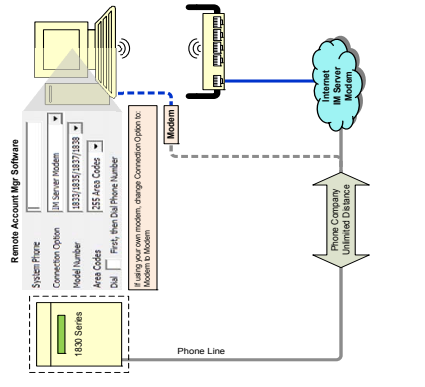
Be aware that this type of "legacy" connection has limitations and the telephone companies will no longer support these POTS lines after 2020. You should also be aware that, in many cases, newer digital phone service may negatively affect modem service programming. The DKS IM Server Modem is not compatible 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 5,949,398

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

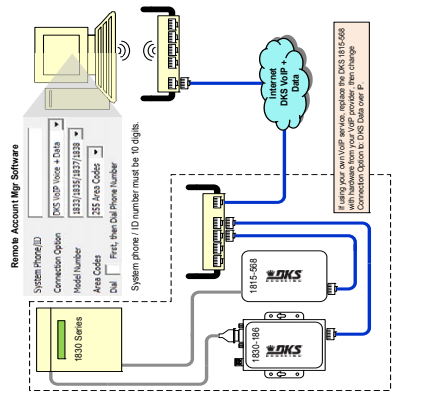
To utilize the DKS VoIP Voice + Data service, you will need the following items connected to your entry system:

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

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.

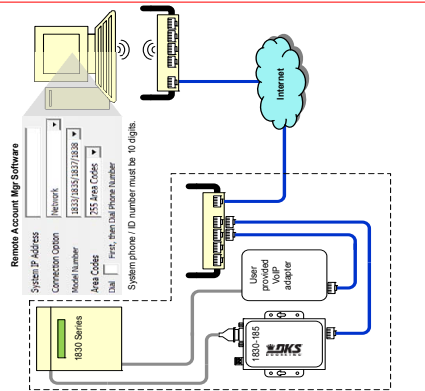
- Voice & Data Communication – Your choice

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

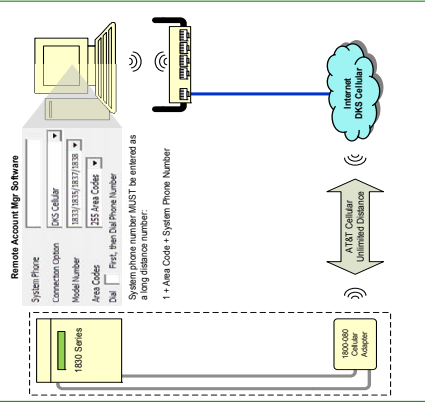
To utilize the DKS Cellular service, you will need a cellular adapter connected to your entry system:

- 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.



TELEPHONE ENTRY CELLULAR CONNECTION



**Voice Only
1801-080**
6.625" W x 9.875" H x 4.0" D
(168.3mm W x 250.8mm H 101.6 mm D)



**Voice + Data
1800-080**
11.5" W x 12.25" H x 6.0" D
(292mm W x 317.5mm H x 152.4mm D)

	ENTRY SYSTEMS	AT&T 4G LTE	CELLULAR SERVICE	FOR USE WITH DKS ENTRY SYSTEMS	POWER	BATTERY BACK UP
1800-080	up to 2 1830 series systems	Yes	Voice & Data	1833, 1834, 1835, 1837, 1838, 1802AP, 1808AP, 1810AP, 1812AP	16 VAC Input	Built-in for cellular device
1801-080	up to 2 1800 series systems	Yes	Voice only	1802, 1802-EPD, 1803, 1808, 1810, 1812	16 VAC Input	Built-in for cellular device

Technical Features

Voice & Data (programming)

The Model 1800-080 is a fully capable cellular interface that provides both voice communication and programming via the AT&T 4G-LTE Cellular network.

The DKS Cellular service is the only service that will "push" the programming data directly from your computer to the entry system via the cellular network.

Other systems claim they can be programmed via the cellular network, but it is accomplished with a series of text messages to the entry system... imagine trying to program hundreds of telephone numbers, names, card codes, holiday schedules, permission levels, hold open time zones, etc. with text messages.

Use the 1800-080 with the following DoorKing entry systems: 1833, 1834, 1835, 1837, 1838, 1802AP, 1808AP, 1810AP, 1812AP

AT&T 4G LTE Network

Both cellular models operate on the AT&T 4G-LTE cellular network (where available).

A monthly subscription fee applies, just like your cell phone.

DKS Cellular service provides very competitive monthly rates for your cellular service.

DKS Cellular service is available in all states including: Alaska, Hawaii, Puerto Rico and all U.S. Territories.

DKS Cellular service is not available in Canada, Mexico or other countries.

Check the doorking website for a link to find AT&T coverage at your location: doorking.com/cellular.

Electrical

16 VAC input power (transformer provided).
Built-in battery backup (for cellular device).

Miscellaneous

Environmental: 10°F to 145°F (-12°C to 62°C)

Shipping weight
Voice + Data (1800-080) approximately 10 Lbs (4.5 kg)
Voice only (1801-080) approximately 8 Lbs (3.63 kg)

FCC (US) DUF6VT-12874-OT-T
DOC (CAN) 1738 4528 A

Voice Only

The Model 1801-080 is a voice only cellular device and is designed to operate on non-pc programmable systems.

Voice communication only, and can be used in lieu of POTS lines.

Programming or data transfer is not possible with voice only device. This also includes modem programming (modem to modem communication is not possible over a cellular network).

Use the 1801-080 with the following DoorKing entry systems: 1802, 1802-EPD, 1803, 1808, 1810, 1812.

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