DKS (DoorKing) Connection Options Fee Schedule

Programming your DKS telephone entry / access control system using legacy modem-to-modem connections (a modem and phone line at your PC) is becoming difficult to maintain. Modems are essentially obsolete and their performance is affected by the type of telephone service at your PC. There are also many variable factors that can affect the modem, including the brand and model of the programming PC, which OS version is in use, is the modem connected directly to the PC or through a USB Hub, brand and chipset versions of the modem and modem driver updates. Existing modem-to-modem connections may become unreliable as telephone providers update their systems and infrastructure and as your PC performs updates. These factors are beyond the control of DoorKing.

Beginning January 1, 2017 DoorKing will no longer offer technical support for communication failures between a PC modem and the DKS entry system modem. If the modem connection is found to be functional at the DKS entry system and DoorKing tech support personnel can connect to it via the DKS IM Server connection service, then this will be the recommended corrective action. Alternately, troubleshooting the PC modem will be the responsibility of the owner and their IT (Information Technology) personnel.

Because of these reasons, DoorKing offers a variety of connection options for our telephone entry and access control systems. These options offer a simple plug & play method to program your entry system via an internet or cellular connection and we also offer options for voice communications as well. The type of service you choose should be based on your particular needs, the application that the system is installed in and overall costs associated with these options. In many cases, you will find that the DoorKing options are less costly than legacy options such as a POTS (Plain Old Telephone Service) business line, VoIP (Voice over Internet Protocol) service providers or the time and cost of IT (Information Technology) personnel setting up routers, firewalls, port forwarding, DDNS (Dynamic Domain Name System) charges or static IP addresses.

DKS Cellular Option™

DKS Cellular is a wireless option that replaces standard telephone lines and internet connections and offers voice communication and/or data (programming) to the DKS telephone entry / access control system via the AT&T 4G LTE cellular network (where available). DKS Cellular is available in all states including Alaska, Hawaii, Puerto Rico and all U.S. territories. DKS Cellular is not available in Canada, Mexico or other countries. This is a monthly cellular subscription service without any long term contracts. DKS Cellular plans include all taxes, fees and charges for voice and data communication, including long distance charges.

- Plug & Play installation. Requires DKS cellular adapter: 1800-080 for 1830 series; 1800-081 for Access Plus series; 1801-080 for 1800 series.
- Monthly fees range from $39.95 to $75.95 depending on minutes and/or data used, so your monthly fees may vary from month to month. In many cases, DKS cellular fees will be less than POTS (Plain Old Telephone Service) line charges.
- No phone lines or internet connection cables to run – no trenching or conduits to install.
- No obsolete slow modems – entry systems program much faster.
- Cellular offers crystal clear sound – no hums or buzzes.
- Cellular is practically immune to power surges and lightning damage.
- Use Voice + Data with PC programmable 1830 Series and Access Plus systems. Use Voice only with 1800 Series systems. Use Data only with 1838 Series access controllers.

DKS Cellular[1]

Voice + Data		Monthly Fee	Voice Only[2]	Monthly Fee	Data Only	Monthly Fee
Voice Minutes/Month	Data Transfers/Month		Voice Minutes/Month		Data Transfers/Month	
Up to 100	Up to 6	39.95	Up to 100	34.95	Up to 60	28.95
101 - 450	7 - 60	49.95	101 - 450	41.95	61 - 120	38.95
451 - 1200	61 - 90	59.95	451 - 1200	49.95	121 +	48.95
1201 - 2500	91 - 120	69.95	1201 - 2500	57.95		
2500 +	121 +	75.95	2500 +	64.95		

1. DKS Cellular is provided by AT&T 4G-LTE (where available). $45.00 one-time activation fee applies.

2. Voice only cellular option will not support modem communication.

DKS Internet Options™

DKS Internet[1] replaces POTS (Plain Old Telephone Service) lines with an internet connection and offers voice communication and/or data (programming) to the DKS telephone entry / access control system. This is a flat rate monthly subscription service without any long term contracts and includes all taxes, fees and charges for voice and/or data communication. DKS Internet is only available for use with 1830 series and Access Plus series systems.

- Plug & Play installation. Requires DKS 1830-186 TCP/IP adapter for programming. DKS 1815-568 VoIP adapter required for voice service.
- Flat rate monthly fee: voice and data $23.95[2], voice only $19.95[2]; data only $4.95.
- Requires a network (internet) connection at the system – distance limitations on network wiring do apply.
- You can use your own VoIP service[3] and the DKS Data only option for programming.

1. There is a no fee manual configuration option that will allow you to connect to the entry system via the internet without using the DKS Internet option. 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. You will also need to use your own VoIP service for communication.
2. VoIP service provided by DKS.
3. If you use your own VoIP service, you will responsible for all charges for this service including hardware, subscription, taxes and other fees.

DKS Internet Options

VoIP + Data	Monthly Fee[4]	VoIP Only	Monthly Fee[4]	Data Only	Monthly Fee
Flat Rate	23.95	Flat Rate	19.95	Flat Rate	4.95

4. Includes VoIP service provided by DKS.

DKS IM Server Modem™ (Pat: 9,049,306)

DKS IM Server utilizes the POTS (Plain Old Telephone Service) line connected to the telephone entry system to provide data (programming) transfer to the DKS telephone entry / access control system via the internet connection at your programming computer. Voice communication is provided over the POTS line. This service is useful if your programming PC does not have a modem, or if your modem cannot communicate with the entry system modem[1]. This is a monthly subscription service without any long term contracts and includes taxes and charges for the data communication only. DKS IM Server Modem is only available for use with 1830 series and Access Plus series systems.

1. DoorKing can no longer guarantee modem connections as some phone company services and switches no longer support modem communications since these devices are considered to be obsolete technology. The telephone line must support G.711 level service for the modem to work. You should also be aware that modem communications will not work over cellular or VoIP connections.

- Plug & Play Data transfer connection – voice service provided by local telephone company.
- Monthly fees range from $4.95 to $11.95 depending on the number of residents in the system database.
- DoorKing maintains the right to determine excessive usage (data transfers) at any time and may require you to reduce your usage (data transfers). Failure to comply may result in service termination.
- Requires a POTS (Plain Old Telephone Service) line at the entry system. User is responsible for all phone company charges including local and long distance charges, taxes and other fees for this line.

DKS IM Server Modem[Pat: 9,049,306] (Existing Phone Line Service[2])

Voice + Data	Pay per Month	Pay per Year
Up to 100 Residents	4.95	53.46
101 – 250 Residents	6.95	75.06
251 – 500 Residents	8.95	96.66
501 + Residents	11.95	129.06

2. POTS (Plain Old Telephone Service) line at the entry system provided by the local telephone company. User is responsible for all phone company charges including local and long distance charges, taxes and other fees for this line.