DOORKING SYSTEMS

ACCESS CONTROL SOLUTIONS™

DKS SOFTWARE AND SYSTEM CONNECTIVITY WORKSHOP

PROGRAMMING OVERVIEW

- Programming from System Keypad
- Programming through Software
  - ✓ Communication from PC to Controller

SOFTWARE SET-UP

- Password and System Users
- Creating a new Account

WORKING WITH THE SOFTWARE

- Resident Screen
- Configuring Ports
- Sending Data to Controller
- Scheduled Send of Data

ADVANCED SOFTWARE FUNCTIONS

- Working with Security Levels to restrict access
- Holiday Scheduling
- Mass Enable of Device Codes
- Sharing Information between multiple controllers
- Import and Export functions
- Elevator Control functions

TELEPHONE ENTRY AND ACCESS CONTROL SYSTEMS:
PROGRAMMING CONSIDERATIONS

There are many different types of applications for Telephone Entry and Access Control systems. These may be simple Pedestrian or Vehicle Gates, with a keypad or card reader providing access. The system may also include Telephone Entry for Visitor access, and card reader devices at additional access points throughout the facility. In any access controlled application, you will need to program the controlling devices with some operating parameters. Programming may include:

- ☑ System Set-up information and operating parameters.

- ☑ System User Information: Name, Phone Number, Directory Codes.

- ☑ Main System User access codes: Card Numbers, Transmitters, Keypad Codes, etc... In some cases a User (like a family) may have multiple access codes.

- ☑ Access Restrictions, including which access points a system user has access into, are there any Time/Day restrictions, etc.

- ☑ Holiday Scheduling for access.

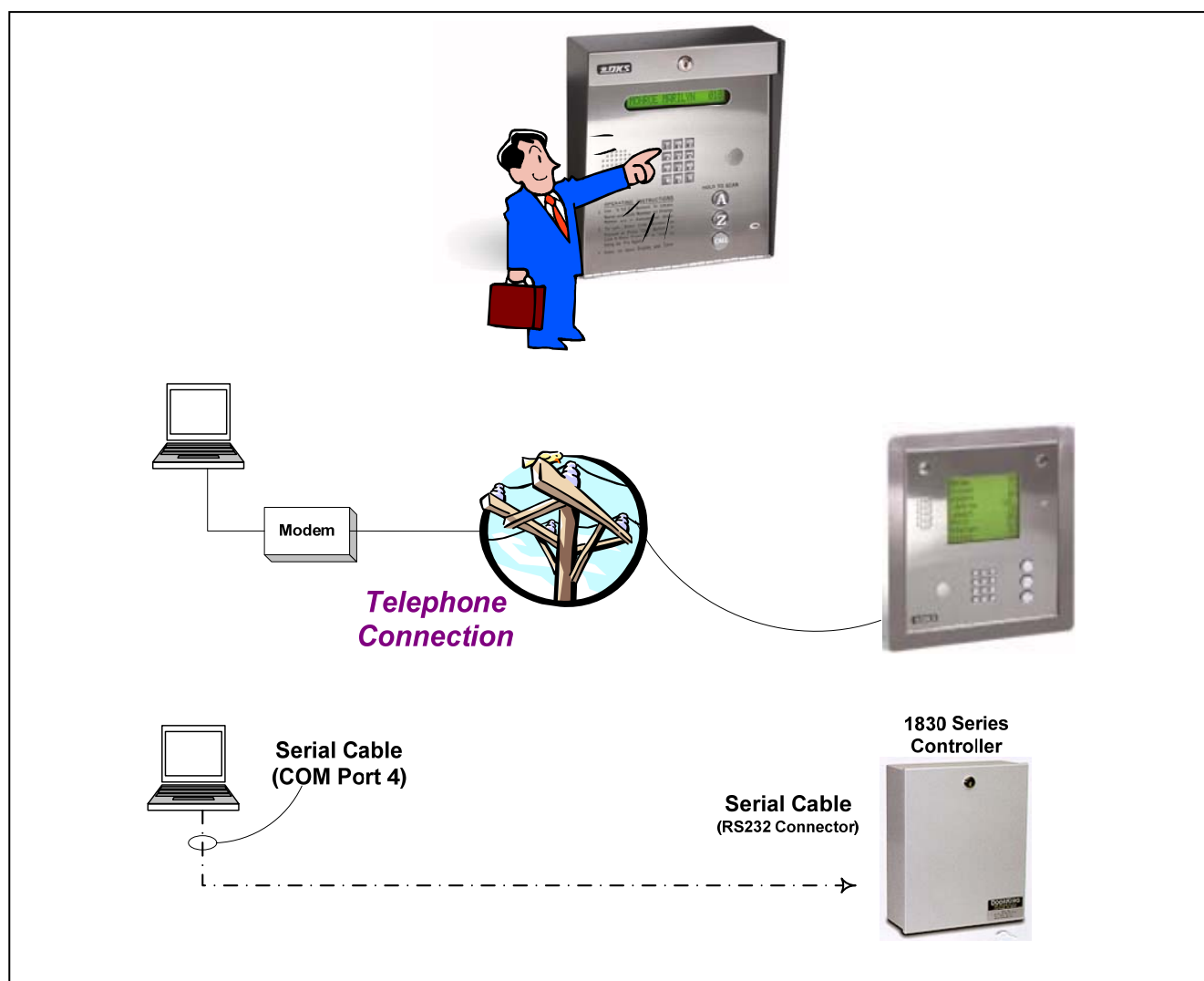- ☑ Hold Open or Door Lock/Unlock Scheduling.
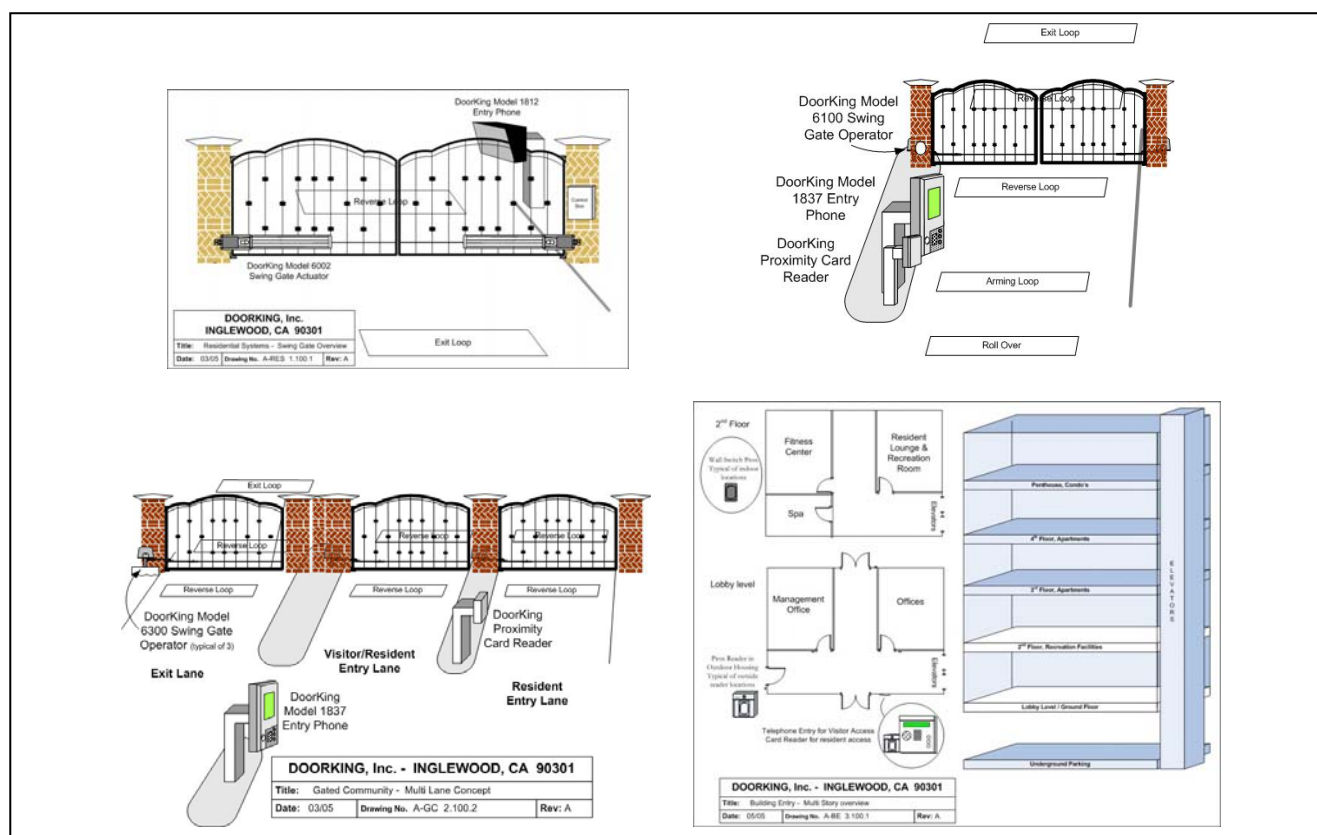
TELEPHONE ENTRY AND ACCESS CONTROL SYSTEMS:
PROGRAMMING METHODS

Programming options may vary based upon the type of access device or controller you are utilizing. The most common programming formats include

☑ **SYSTEM KEYPAD –** All DoorKing systems provide programming at the controller utilizing some form of system keypad. For simple stand alone devices this may be the only programming format available. On more advanced systems there may be limitations on what can be programmed from the system keypad.

☑ **PROGRAMMING BY SOFTWARE –** PC Programmable systems also provide programming the Access Control Software. Connection between the PC and the Controller may either be via Modem (telephone service required at controller), or with a direct connection between the PC and the Controller (various formats available).

PROGRAMMING FROM THE SYSTEM KEYPAD
BASIC PROGRAMMING SEQUENCE

Most Telephone Entry Systems, and many stand alone access devices are capable of being programmed from the System. Programming steps and commands will vary between different brands of entry systems. The following is an example of programming from the system keypad.

Press * key   ✱

Enter Function Code   ___ ___

Enter Master Code   ___ ___ ___ ___

This needs to be programmed in one, quick sequence:

$$✱, \underline{\quad} \ \underline{\quad}, \ \underline{\quad} \ \underline{\quad} \ \underline{\quad} \ \underline{\quad}$$

Example, to program a Phone Number:

Press * key   ✱

Enter Function Code   0 , 1

Enter Master Code   9 , 9 , 9 , 9

Again, enter this information in one quick sequence:

$$✱ , \underline{0} \ \underline{1} , \underline{9} \ \underline{9} \ \underline{9},$$ A short beep tone will be heard.

This initial sequence must be entered fairly quickly. If you pause more than 2 seconds between keys, the system will not accept the commands.

Once into programming, you may pause when entering information.

Once you are into the programming mode, the ✱ key becomes the "Enter" command for your programming steps. For Example:

Entering Directory Code $\underline{0}$, $\underline{0}$, $\underline{1}$, $\underline{✱}$ (BEEP)

Entering Phone Number $\underline{9}$, $\underline{2}$, $\underline{3}$, $\underline{5}$, $\underline{1}$, $\underline{7}$, $\underline{3}$, $\underline{✱}$

*00	1800 & 1812 only, delete all 4 digit entry codes.
*01	**7-Digit Phone #s. Enter directory code and phone #** **Random Directory codes may be used.**
*02	Program & delete 4 digit Entry Codes. Enter directory code. then entry 4 digit code.
*03	Relay Strike Time. Enter relay #, strike time in seconds (01 - 99)
*04	System set-up. 0*= single system, 1*= multiple sys sharing phone line 1812 only, enter 4 digits: 0 or 1= single/multi, 0-9= sys attn # 2-9= # of rings, 0 or 1= single or double ring.
*05	Tone open #s: select relay, 1st # = momentary, 2nd # = hold open, 3rd # = release, 4th # = hold open 1 hr.
*06	**Display phone #: enter dir code.** 1812 only: set phone or intercom mode, 0=intercom, 1=phone.
*07	Rotary/touch tone dial out. 0=touch tone, 1=rotary
*08	Talk Time: enter time in seconds, 001 - 255.
*09	1800 only, enter 5 digit entry codes.
*10	1800 only, delete 5 digit entry codes. 1812 only, Call forwarding Programming.
*11	1800 only, delete all 5 digit entry codes
*12	1814, 1815, 1830 entry code range, 1800 4 digit entry code divide #
*13	1800 only, 5 digit divide number.
*14	1800 only, delete 4 digit entry codes, 1812 Call Forward ON/OFF
*15	1800 only, program flash entry code, 1812 Answer Incoming Call
*16	**Remote Activation, call system, *16 master, enter tone open #.**
*17	1815 & 1830 series, RS-232 test
*18	1812 only, number of rings before answering.
*20	**program directory code length, 1-4**
*21	**1812 only, program 1st dial out phone number**
*22	1800 only, delete all phone numbers. 1812 only, program 2nd dial out phone number

*23	1800 only, postal switch program, select relay, 0=relay 1=dial. 1812 only, program 3rd dial out phone number
*24	**Program area codes. Area Code ref #, 4 digit code**
*25	**1800 only, display & delete phone numbers.**
*26	1800 only, keypad function, get tones on open phone line.
*27	1800 only, "*" key function
*30	1830 series, time and date check, will show on display.
*33	1800 & 1812 Time Clock, enter time, am/pm, month day of mo, year, day of week.
*34	1812 only, do not disturb time zone
*35	1800 & 1812, hold open time zones
*36	1800 & 1812, 4 digit entry code time zones
*36	**1830 series, Tenant Elevator Enable Time** (001 - 255 seconds)
*37	1800 only, 5 digit entry code time zone 1812 only, Call forward time zone
*41	**long distance phone number programming (see *24)**
*42	1815 & 1830 series, Elevator test program.
*45	1812 only, Flash entry code programming.
*50	1815 & 1830 series, postal switch, selects which relay to activate
*51	1815 & 1830 series, rotary dial 9, selects which relay to activate
*60	0=10 Area Code, 1=255 Area Codes
*65	1815 & 1830 series, delete names
*66	**1830 or 1815 w/ "40" series, PROGRAM NAMES**
*70	1815 & 1830 series, program device codes.
*71	1815 & 1830 series, delete device codes.
*76	1815 & 1830 series, Elevator hardware test.
*77	1815 & 1830 series, Elevator floor test.
*78	1816 or 1820 system special features
*80	**1815 & 1830 series, program user message**
*81	**1815 & 1830 series, program instruction message.**
*82	**1815 & 1830, Wiegand Test, displays card or access number.**

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Getting Started:

When you click on the DoorKing Icon from your desktop, or from the Start / Programs menu, a DoorKing Logo will appear while the software loads. In 5.4 or earlier versions, this is followed by a request for the system password. In the latest 5.6, and in the new 6.0 versions, the system will immediately open to the Account Screen.

6.0 Software Account Screen
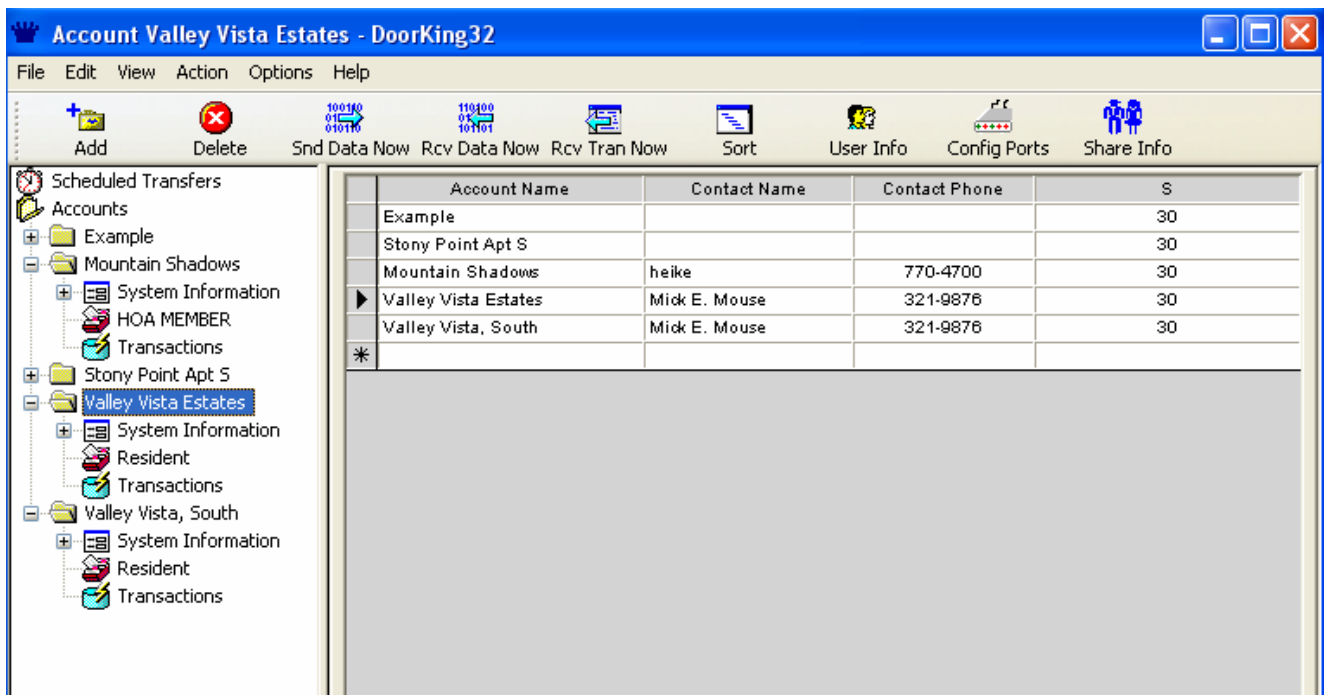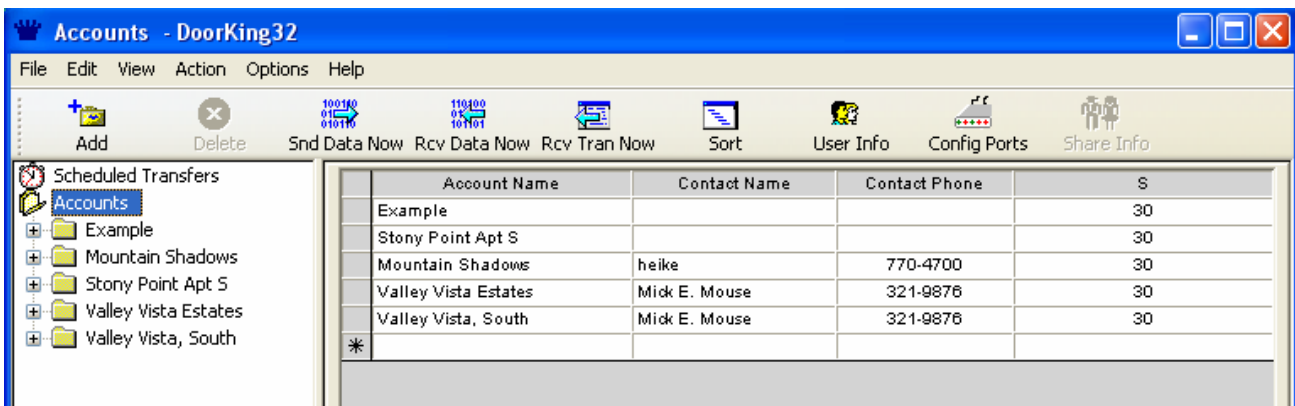
RESTRICTING ACCESS INTO SOFTWARE

Levels of Software Access - The newer versions of Software allow the ability to set up 2 levels of access into the DoorKing program. Once the Users have been programmed into the system, the software will open with a "Login Screen", requiring a User Name and Password.

❑ **Administrator -** A system Administrator will have access to all areas of the DoorKing Software. They can create passwords and change information in any screen.

❑ **Data Entry -** A Data Entry person will be restricted to the Resident Screen, with the ability to enter or delete resident information. They can also view the security level screen, and other related screens, but cannot make changes to this information. They will be able to perform the typical daily functions of the system, including:

✓ Enter and Delete all information on Resident Screen

✓ Import into account

✓ Export account information

✓ Data Transfer is limited to: **Send Data Now, Schedule Send, Receive Transactions**. They will be restricted from Receiving Data, which over writes the existing Resident Data.

Creating and System User: The DoorKing Software will default without System Users. When you open the DoorKing program you will be directly in the Account Screen, without a log in requirement. If you click on the **USER** command, you can create different system users. The initial user created is the System Administrator. Subsequent users can either be Administrators or Data Entry.

From the ACCOUNT screen, click on "**Users**"

In the "Modify Users" screen select "**Create**"

In the "Create the user" screen, enter the User Name, User Type and Password.

Note: The first user programmed must be an Administrator. Subsequent users can be either an Administrator or a Data Entry user.
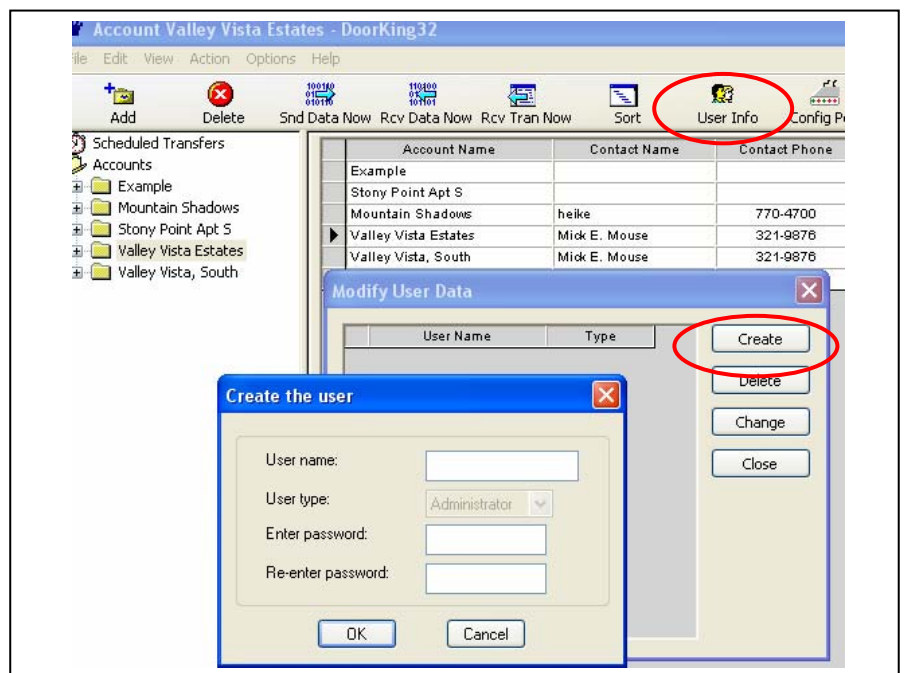
Benefits of creating a System User: By utilizing "System Users" you can minimize the potential for customers to corrupt the system programming. In the some programming steps, changing information can result in the Resident Data being deleted. By setting up "Data Entry" users, you can prevent some from changing these critical data fields within the software.

New 6.0 Series Software: This software has a more "Window's" look and feel to it. The screen is set up in a "Window's Explorer" format, and information can be entered directly into various fields.

   ✓ Type Account Name, Manager Name and Managers phone Open line at bottom of Account List

   ✓ During this step, Software will ask you to select the type of Control Board. Select "30 Series" for all new installations
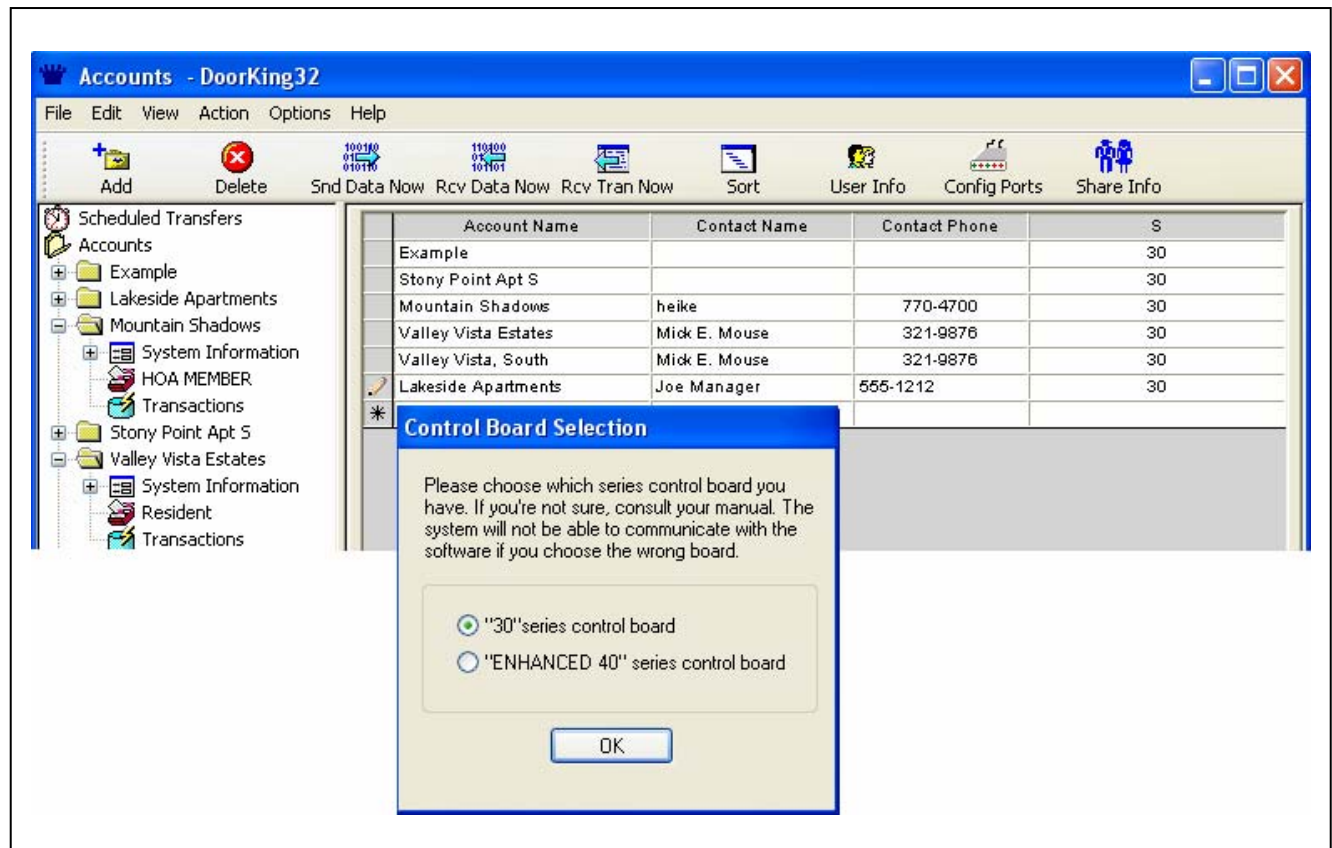
SOFTWARE PROGRAMMING
SETTING UP A NEW ACCOUNT

There are some specific parameters that must be programmed into the Remote Account Manager Software in order for the Elevator Control system to function properly:

Master Code, System Memory, System Phone – These must be programmed to match the Entry System installed in the field. These cannot be changed from the software.

Model Number – This must be selected to match the Phone System in the field. The Model number determines features (Card Access, Elevator Control, Etc)

Tracker - This must be selected if the system will be utilizing Tracker Boards to control Reader Devices at multiple access points

RS232 Port - If you select to communicate using the RS-232 connection, you must set which COM Port in you PC is set up with RS-232 communication.

The System Information Screen also provides access into some of the more advanced areas of Programming, including:

❒ **Relay Screen:** Allows you to name System Relays

❒ **Hold Open Screen:** Programs Hold Open (Door Lock/Unlock) Scheduling

❒ **Device Enable:** Allows mass enable for Access Device Codes (Cards, Transmitters, etc.)

❒ **Holiday Scheduling:** Program up to 32 Holidays. For special Hold Open and Card Access programming

❒ **System Message:** Program the message that appears on the Entry System Directory

❒ **Security Level:** Program up to 30 different User Groups with time zone and access point restrictions.

❒ **Elevator Programming:** Program various Elevator Control parameters

6.0 Release of Software

Auto Save Functions

SOFTWARE PROGRAMMING – RESIDENT SCREEN

The Resident Screen is where you will enter information for each System User, including Residents, Employees and Vendors. All information is entered in the Programming Boxes at the top of the screen.

6.0 Software Release

Resident Name - This can be either Upper or Lower case.

H field - The Hide Field. When checked, the residents name will not be displayed on the system Directory.

AAC field - Alternate Area Code. Allow you to include an area code for the Residents phone number

Phone - 7-digit Phone number.

Dir - Directory Code, displayed next to resident name on Directory. Dir Codes 0 and 1 have a 4 minute talk time. All other dir codes use the talk time programmed in the system info screen

The system will automatically apply the next highest available code, or you can enter your own code. The system will not allow duplicate codes.

Ent - 4-digit entry code for Phone sys.

SL - Security Level for Resident or Vendor

Device - Access Device Code (Card, Transmitter, etc.

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The 6.0 Software provides an Auto Configure function that can identify the COM ports for the Modem and for active RS-232 Connections. This also will identify the type and brand of modem, then install the appropriate set up string for that specific modem.

There are a few steps to take to achieve this:

1. In Accounts folder, select: "Config Ports" from toolbar.

2. In Ports Configuration window, select: "Auto-Detect Port".

3. The system will identify the Modem's COM Port.

4. Click on the Drop Down menu next to the Modem Port. This will bring up several listings, including a specific Modem. Select the specified modem.

5. Click OK to complete this set up. NOTE: The Port Configuration will also affect the System Information screen. Under RS-232 Port, only active RS-232 ports will be listed.
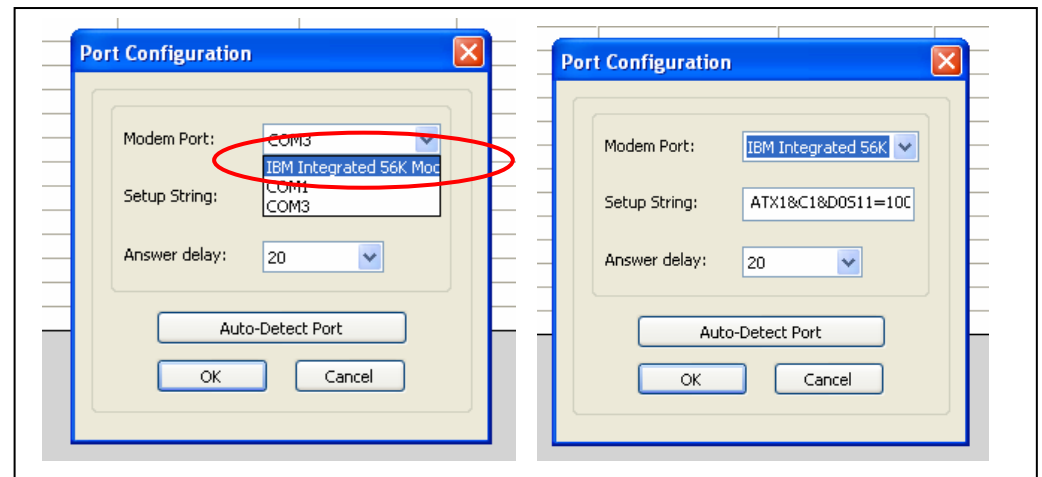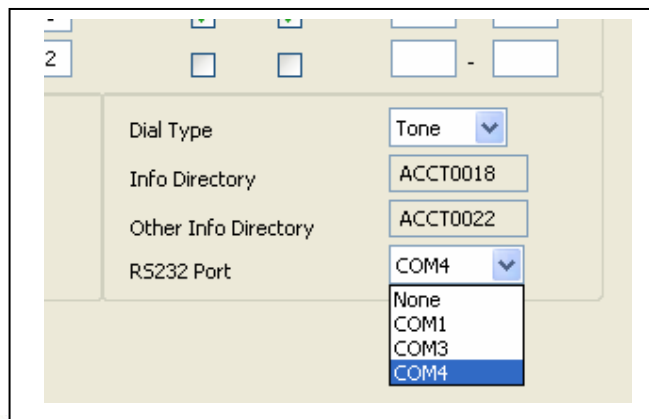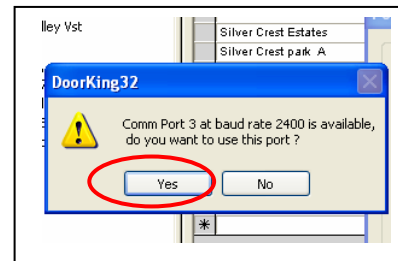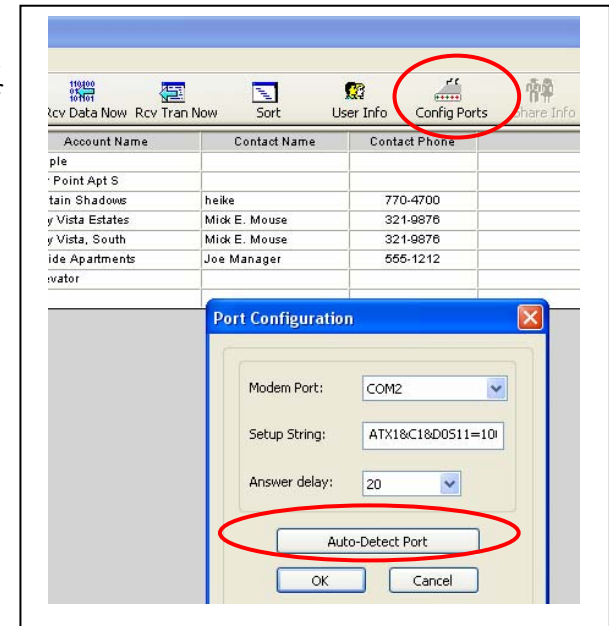
6.0 Software: The commands have been simplified. Select the type of data transfer you wich to perform from the toolbar.

☑ **Send Date Now** - Allows you to immediately send data from the PC to one or more Entry Systems. The 6.0 Software will automatically identify if the system should send Changes Only, or to send All Data.

☑ **Receive Data Now -** Copy data from Entry System into your PC. NOTE: **This will overwrite the information in you PC**.

☑ **Receive Transactions Now -** Allows you to copy Transaction and Event files from one or more Entry System into your PC.
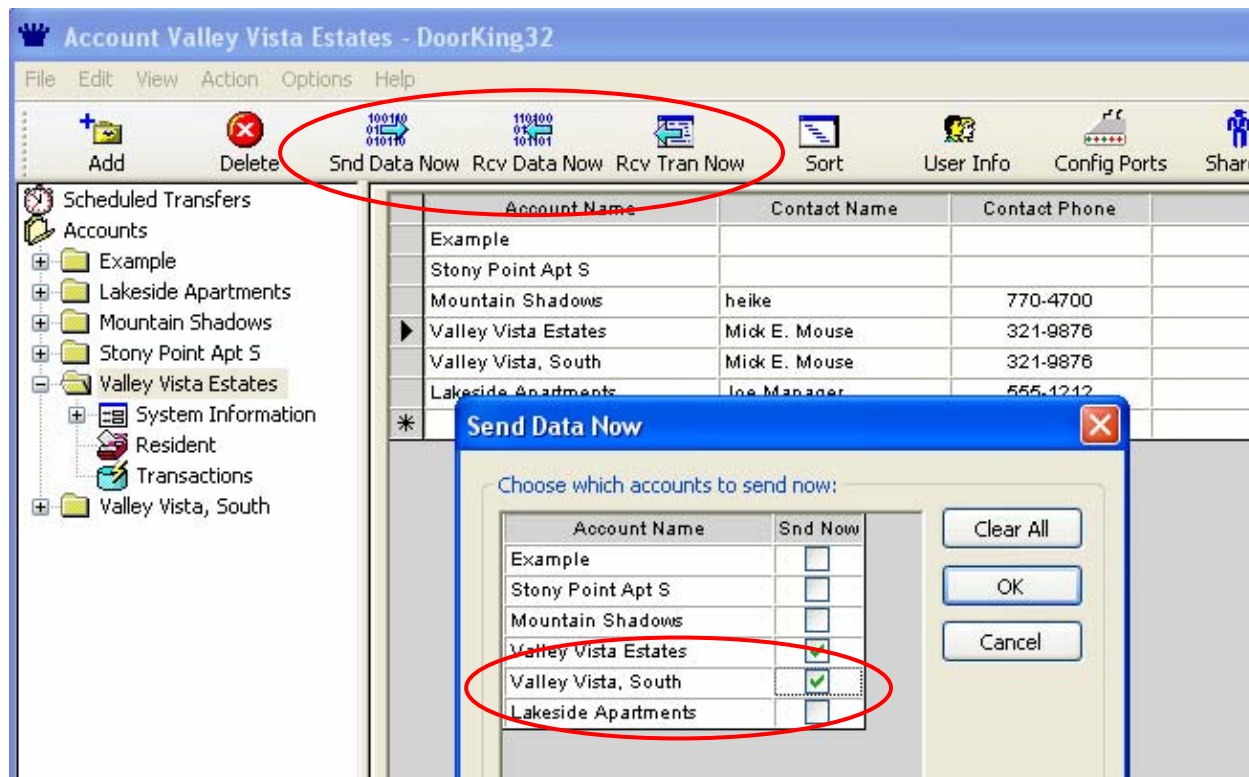
Schedule Transfer - This will allow you to set up a schedule for Transfer of information between the Computer and the Entry System. Available options include: **Sending All Data, Sending Changes Only** and **Receiving Transactions**. When you click on the "**Sched Transfer"** button a separate screen will appear with 2 sections.

✓ The top section provides scheduling information for 4 different Data Transfer Schedules (Schedule A, B, C or D). You can set the day of the week, time of day, if you want to Send All Data, Send Changes Only or Receive Transactions. You also set if you want to repeat the schedule on a weekly basis.

✓ The second window lists the accounts that you have active in your program. You can select which accounts should be included in this schedule.

✓ The date of the last successful transfer of information is displayed. If the account has not been modified since that date (change in resident or system information) when the next scheduled send come up, then the system will not send information.

DoorKing Account Manager - Scheduled Transfers

File View Help

Account	S	M	T	W	T	F	S	Snd All	Snd Chg	Rcv Tran	Repeat	Time
A	☐	☒	☒	☒	☒	☒	☐	☐	☒	☒	☒	09:00 PM
B	☐	☐	☐	☒	☐	☐	☐	☐	☐	☒	☒	12:00 AM
C	☐	☒	☐	☐	☐	☒	☐	☒	☐	☐	☐	10:00 PM
D	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	12:00 AM

	Accounts	A	B	C	D	Last Sent	Modified Since	Last Transactions Rcv'd
☒	Virginia Pl, bldg 2	☐	☒	☒	☐			
☒	Virginia Pl, Rec Ctr	☐	☒	☒	☐			
☒	Virginia Place Main	☒	☐	☐	☐			12/27/02 10:55 AM
☒	Sherwood Main	☐	☒	☐	☐	01/09/03 02:36 PM	NO	01/09/03 02:39 PM
☒	Showroom Club	☐	☒	☐	☐	01/09/03 02:45 PM	YES	01/09/03 02:48 PM
☒	Show Bldg 2 (1815)	☐	☐	☐	☐	04/22/03 03:18 PM	YES	
☒	Nations Fence	☐	☐	☒	☐			
☒	DK TX Jobsite	☒	☐	☐	☐			04/07/03 01:51 PM
☒	Park Laurel	☐	☐	☐	☐			

The "**Scheduled Send"** can be an extremely useful tool in many applications. It automates the updating of Resident Information in the Entry System and can eliminate potential user error situations.

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6.0 Software: Schedule Transfer - is similar to our previous software revisions, with some improvements and refinements. The Software determines if you can send Changes Only, or Send All Data.

- ✓ The top section provides scheduling information for 4 different Data Transfer Schedules (Schedule A, B, C or D). You can set the day of the week, time of day, if you want to Send All Data, Send Changes Only or Receive Transactions. You also set if you want to repeat the schedule on a weekly basis.

- ✓ The second window lists the accounts that you have active in your program. You can select which accounts should be included in this schedule.
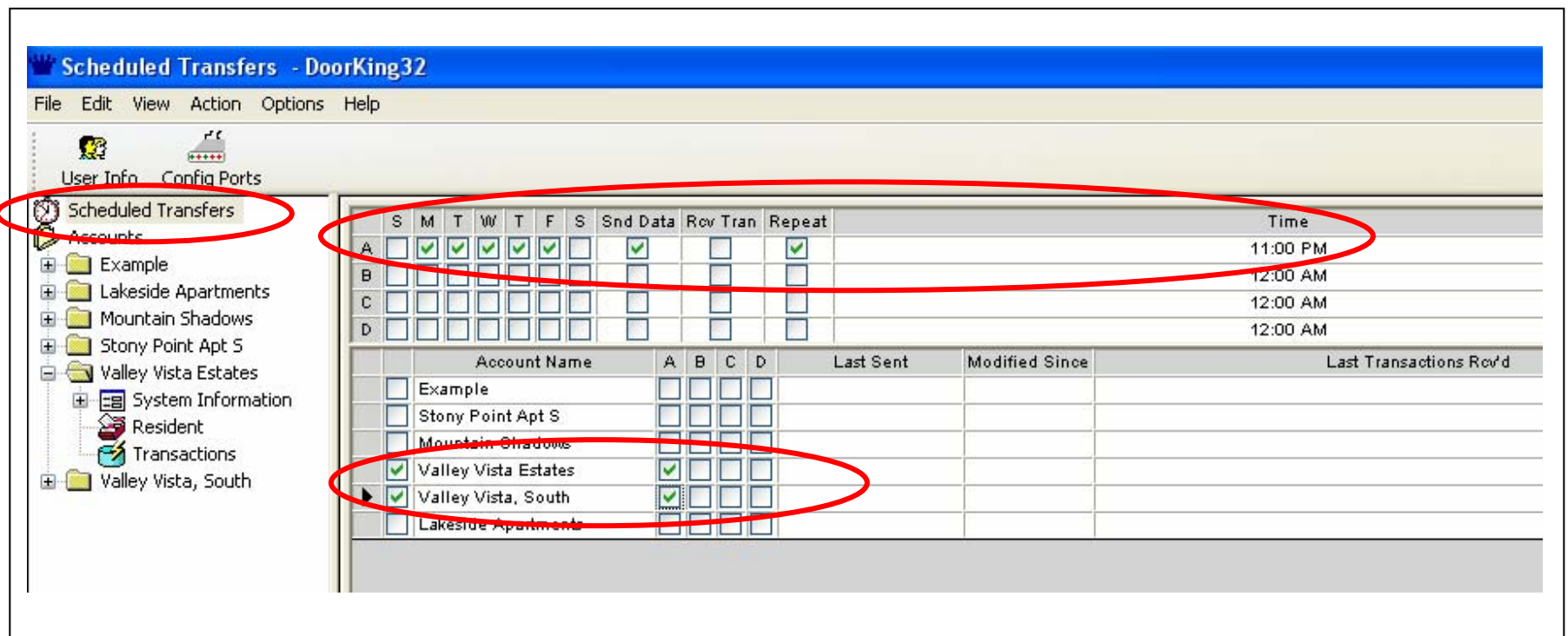
This window provides programming of Card Access restrictions for various user groups. Each user group is assigned to one of the 32 available **"Security Levels".** Within each Security Level, you can set up to 4 Time Zones, select which relays will be affected within the Time Zone and program the Elevator Control features (see separate document for details on Elevator Control programming)

Security Level 00, - Card Access Device is disabled. Will not grant access at any access point

Security Level 01 – This provides 24 hr, 7 day access at all reader locations. Note: No Elevator Control activity is available on Security Level 01.

Security Level 02, time zone 1 - Programmed to provide 24 hr, 7 day access. For main gates or entry points allowing 24 hour access.

Security Level 02, time zone 2 - Programmed to provide access between 8AM – 6PM, Mon – Fri at selected doors.

Security Level 02, time zone 3 - Programmed to provide access between 9AM – 11PM, Sat & Sun at selected doors.

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Before you start setting up a program for an Access System it is important that you take some time to **Plan Your Work.** Sit down with the Manager or Supervisor of the complex and discuss what levels of access control they are looking for. Some of the key things to discuss include:

Who will be using the access system - In many Access Systems you will have different user groups. Each group of system users may have different levels of access throughout the property. For example:

☑   Property management.   Security Level 01 or 02

☑   Property maintenance personnel.   Security Level 03

☑   Standard Resident.   Security Level 04

☑   Pool Service.   Security Level 05

☑   Laundry Service.   Security Level 06

Identify Controlled Entry Points - Make a list of all entry points to be controlled by the system. Identify each point with the system relay number that will be assigned to it. For example:

☑   Main Vehicle Gate: System Relay #1.

☑   Main Pedestrian Gate: System Relay #3 (first Tracker Board).

☑   Office: System Relay #4.

☑   Pool Gate :   System Relays # 5.

☑   Fitness Center: System Relay #6.

☑   Rec Center: System Relay #7.

☑   Laundry facility: System Relay #8

☑   Elevators: System Relays #9 & 10

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Relay Hold - This provides scheduling for holding or latching the various system Relays (Door Lock / Unlock Schedule or Gate Hold Open). There are 8 programmable Time Periods, including the Holiday Schedule (Note: on 40E Series boards, there is no Holiday schedule. We provide 8 time schedules total).

Holiday Schedule - This provides the ability to create "Holidays" or special days where the Hold Open schedule may be different from the normal schedule. You set the selected Holidays, then program a Hold Open Schedule. If you do not wish to open any access points on the holidays, you leave the programming blank and this will disable the Hold Open programming on these selected dates.

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In many applications you may have more that one Entry System on the property. The Software can simplify programming for multiple Entry Systems by **"Sharing Information"**. This allows you to maintain one database of resident information that is utilized by all of the Entry Systems.

Share Information – This allows you to utilize a single Resident Database to program multiple systems. For example, if you have an Entry System at the main building entrance and a 2nd Entry System at the Parking facility, both may need to utilize the same Resident and Access Device programming.

By **Sharing Information** you only need to maintain a single database.

- ✓ From the account screen highlight the account you wish to use as the source of your information. This will be the "Primary Account".

- ✓ Click on **Share Info**

- ✓ In the Share Information screen, select the accounts you want to add to the Shared Group, then click on the **" >> "** button.

To share an account, all accounts must have the same memory size and type.

Once accounts are shared, you can open the Residents Screen from either/any account within the shared group. Changes made to the Resident Data will be changes in all accounts within the group. **Please note:** This only shares the information found within the Residents Screen. Each account may have individual programming in the System Information and Security Level screens.

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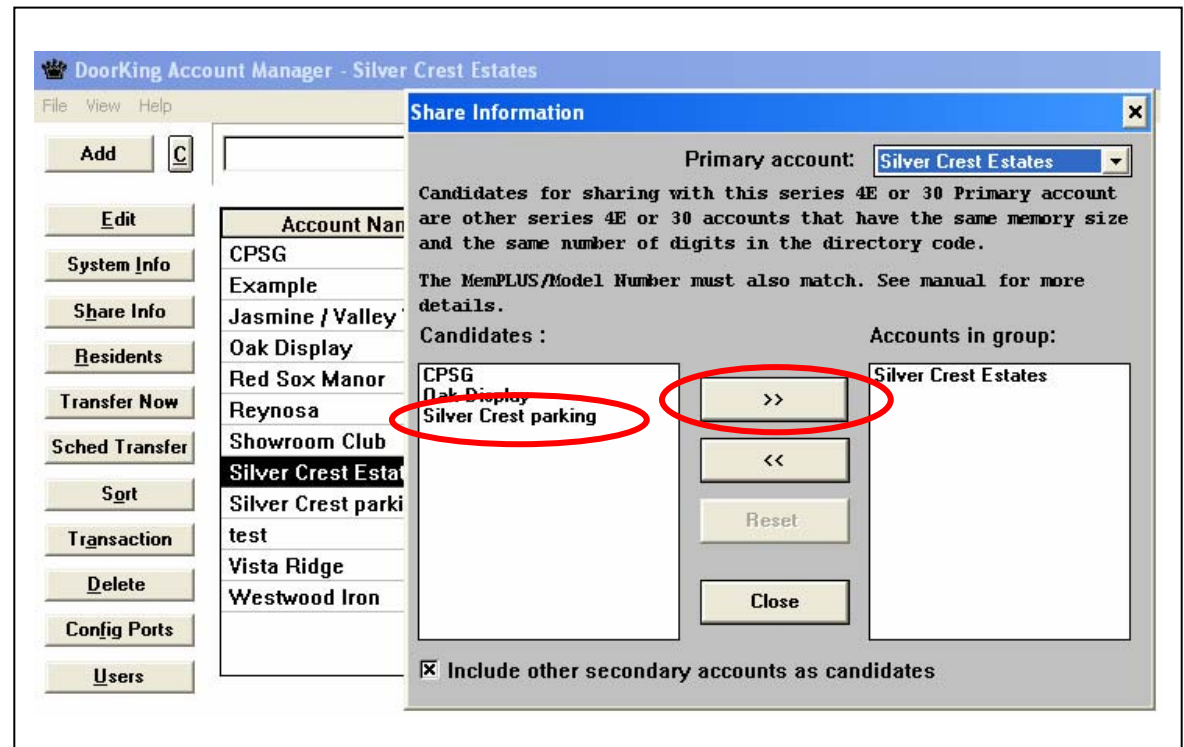
SOFTWARE PROGRAMMING
ADVANCED FEATURES: IMPORT / EXPORT FUNCTIONS

DoorKing Software has the ability to **Import** or **Export** resident information to or from a CSV Text File, which can be viewed and edited from Microsoft Excel or similar programs.

These two functions allow our software to interface and exchange information with other software programs, in a relatively common format. This also provides a method to create a single database of Resident or Tenant information, and send it to different Entry Systems, with different Memory Sizes!
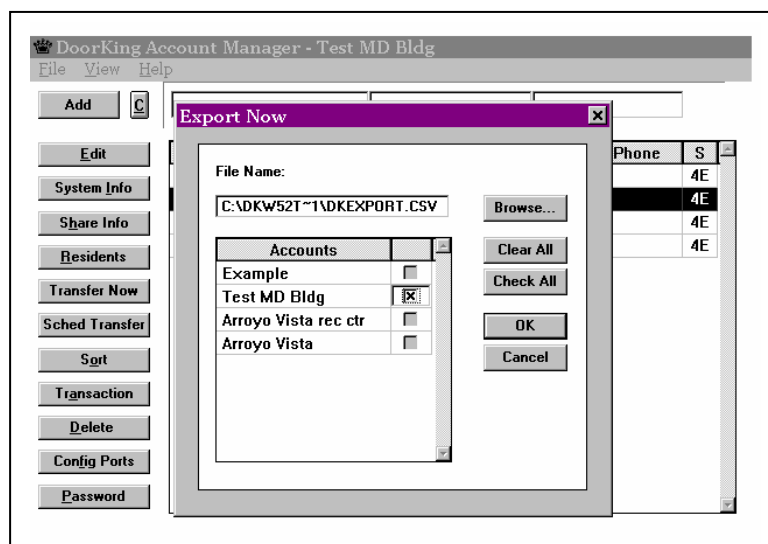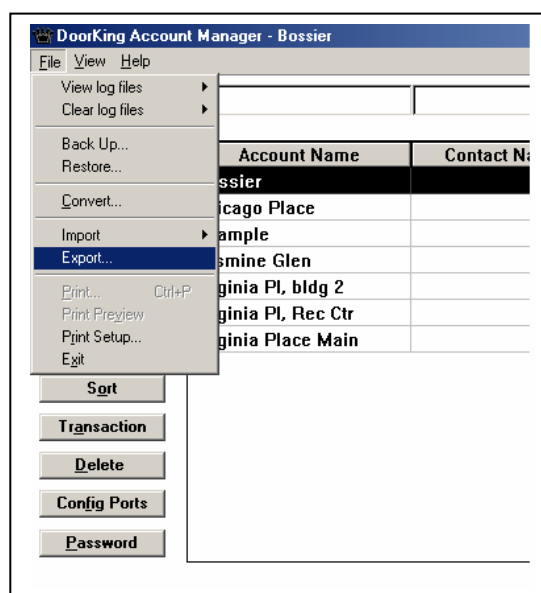
EXPORTING RESIDENT INFORMATION

Export Data - This will provide the capability of exporting information from the DoorKing Resident File into a CSV text file. This information can then be shared with other types of databases, or can be updated then imported back into the DoorKing program.

□ Click on File then select the export button. A window will appear with your Export choices.

□ At the top of this window is a box showing the file name into which the Export File will be created. The default will create text file in your DKW55 folder, named DKEXPORT.CSW. You can also browse to designate where the Export file will be saved.

□ You can select multiple accounts to include in the Export file. Resident data from each account will be included in the DKEXPORT file.

□ Once you have selected the accounts, click **OK**

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❒ From your Windows Explorer, or other File Manager program, open the DKW Folder. The Exported Data will be in an CSV file labeled: DKEXPORT

Export File in Windows Explorer
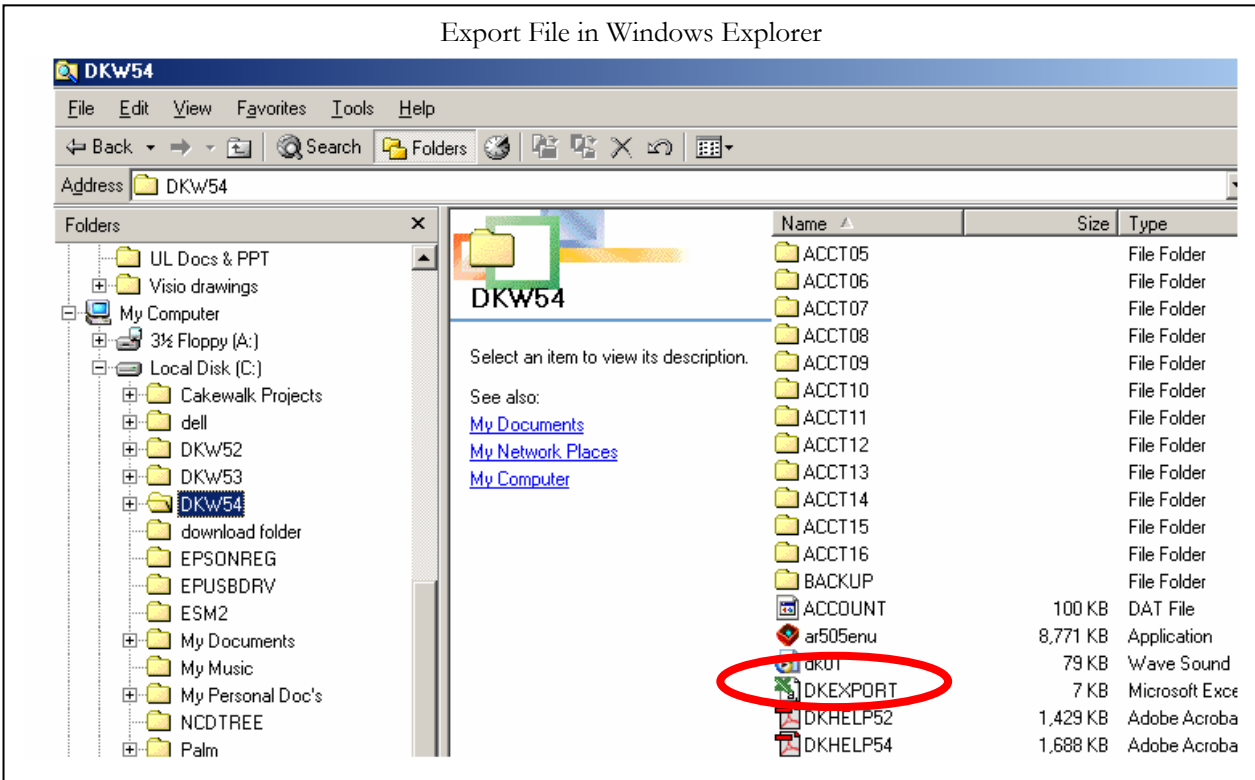
❒ Select this DKEXPORT file and Open. This will open in Microsoft Excel, or you primary spreadsheet program.

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Working with the Text File - There are some special parameters on formatting the CSV Text File for it to be compatible with our DoorKing Import / Export program. We suggest that you take an existing DoorKing Resident Database and create an Export file. You can then view the file and see how the Rows and Columns are labeled. The Headings in Row 1, and the Resident Information must be entered properly for the file to interface with the DoorKing software.

Please note that the Headings in Row 1 are "Case Sensitive".   Spelling and case must match exactly.

ACCOUNT	NAME	H	AAC	PHONE	DIR	ENT	SL	DEVICE #	FL	ER	NOTES	VENDOR	DEVICE2
Shadow 1838	AARON HANK	N		776-6543	3		3	16001		1		N	6011
Shadow 1838	ABDUL JABBAR	N		826-2209	15		2	46021		1		N	20
Shadow 1838	ALBERTO ROJAS	N		762-4589	164	6262	2	67	3	3		N	29195
Shadow 1838	ARTHUR KING	N		769-1392	149	2031	2	39	4	2		N	61

The "ACCOUNT" column will indicate which DoorKing account this date is from. This will also identify which account this information will be sent to during an "Import" function.

If this file will include information for multiple accounts, you can list each name multiple times, with a different "Account" name in column 1.

ACCOUNT	NAME	H	AAC	PHONE
Shadow 1838	AARON HANK	N		776-6543
Shadow Main	AARON HANK	N		776-6543
Clubhouse	AARON HANK	N		776-6543
Shadow 1838	ABDUL JABBAR	N		826-2209
Shadow Main	ABDUL JABBAR	N		826-2209

NAME, H, AAC and PHONE columns: These are the same as our DoorKing software. The Name Column cannot include any special characters.

NAME	H	AAC	PHONE
ARTHUR, KING	N		769-1392
BAGGINS, FRODO	N		231-6609
BARNES C	N		762-2082
BARRON	N		762-1791

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The "DIR", "ENT", "SL" and "DEVICE#" columns: These also match the DoorKing program. Leading 0's are not shown. For example, a Directory Code of "010" will be shown as "10", Entry Code "0321" will be shown as "321", Device# (Card#) "00039" will be   shown as "39".

DIR	ENT	SL	DEVICE#
140	2931	2	39
10	321	2	2650
107	2802	2	8
913	1971	2	68

If a Resident has more than 1 Device Code (Card or Transmitter #) they are displayed in additional fields, columns N, P, R, T, etc. A separate note field is provided for each Device Code. Up to 25 Device Codes can be assigned to a single Resident.

DIR	ENT	SL	DEVICE#	FL	ER	NOTES	VENDOR	DEVICE 2	NOTES2	DEVICE 3	NOTES3	DEVICE 4	NOTES4
140	2931	2	39	4	3		N	61					
10	321	2	2650		1		N	6014		46019		36501	
107	2802	2	8	2	3		N	25672					
913	1971	2	68	2	1		N	16003		16004		36509	
655		2	42672	4	2		N	6009					
144	362	2	42	7	3		N						
7	9889	3	24797	3	1		N	6013		14512		42671	
129	8814	2	28	4	1		N						
13		2	46016		1		N	6016					

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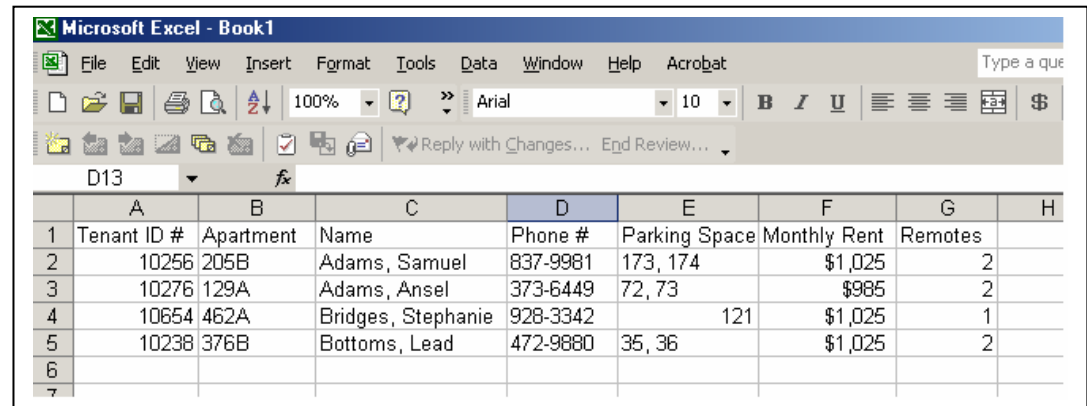
Starting from Scratch - Another possible application for these new features is to share information from outside Software Programs. Perhaps the client has an Accounting Program, or an Employee ID program. From this program you are able to create a report showing Names and Phone Numbers. If the information can be saved or sent to Excel, we have the ability to use this in creating a Resident Account.
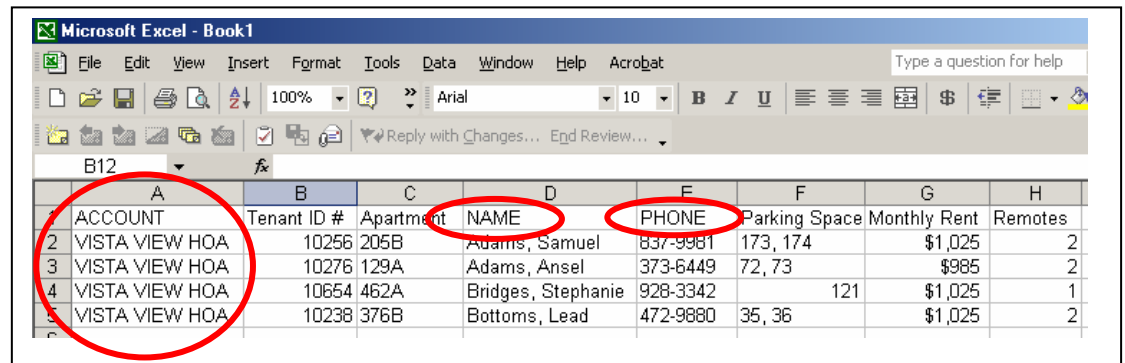
Copy or Save the report in Excel - This will create an Excel Spreadsheet. The spreadsheet may include fields that do not apply to the DoorKing Program. This is OK. We will only look at the columns that have the appropriate heading.

Format for DoorKing Software - Now you will need to add a Column for the ACCOUNT Name, and change the headings for Name (change to NAME) and Phone # (Change to PHONE) to match the DoorKing software.

The DoorKing program will only look at the Columns that match the DoorKing Resident Screen. The additional fields of information will be ignored during the Import process.

Saving the File - This is common area where mistakes can occur. There are two key factors when saving the file: The Name and Location of the File, and the File Type. These are critical when importing into the DoorKing program.

Saving the File - From the "File" pull down menu, select "Save As"
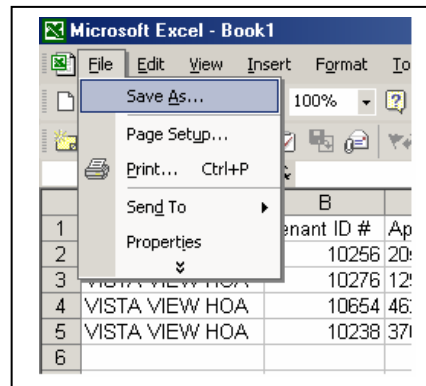
Selecting the Save In and File Type - In many programs the Defaults will save this in "My Documents" and save it as a "Microsoft Excel Workbook". **Do Not Save the File using these settings!**


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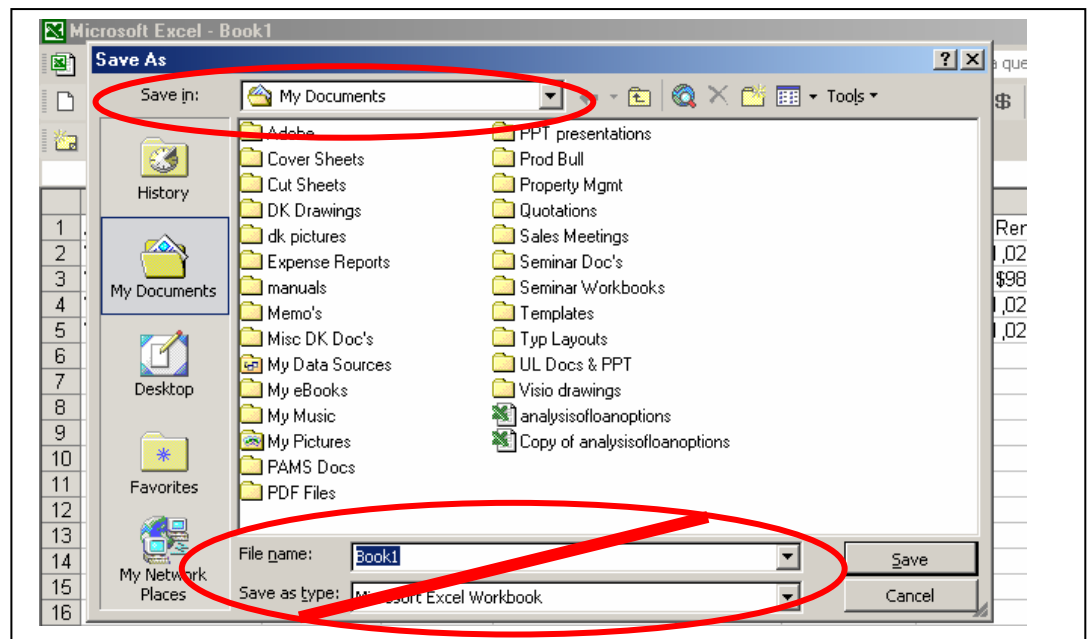
Save In - Please keep in mind that the DoorKing Program defaults will always try to Import and Export from the DKW54 Folder. If you save the file in "My Documents", then you must select this when Importing into the DoorKing Software. **We recommend changing the location to the DKW54 Folder**

❒ **From pull down menu, select Local Disk (or C Drive)**

❒ **Select the "DKW6.0" Folder**
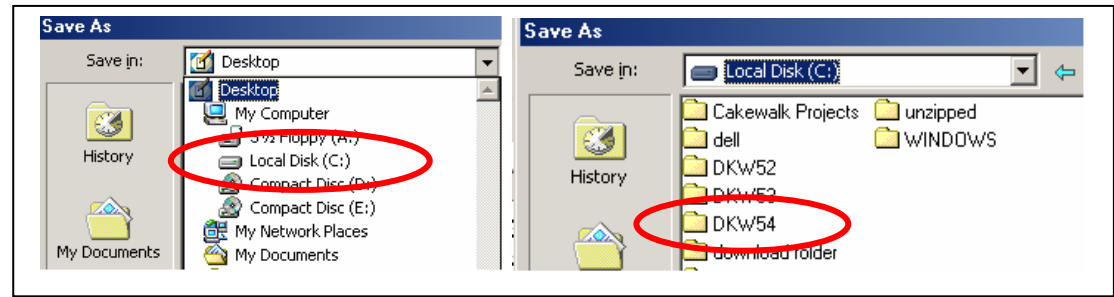
Save As File Type - The default may be "Microsoft Excel Workbook". **Do Not Save as this type!** From the pull down menu, select **"CSV (Comma delimited)"**

File Name - You can either leave as Book 1, change the name to DKEXPORT, or to a file name of your choice. **Remember this name, you will need this during the Import Function.**
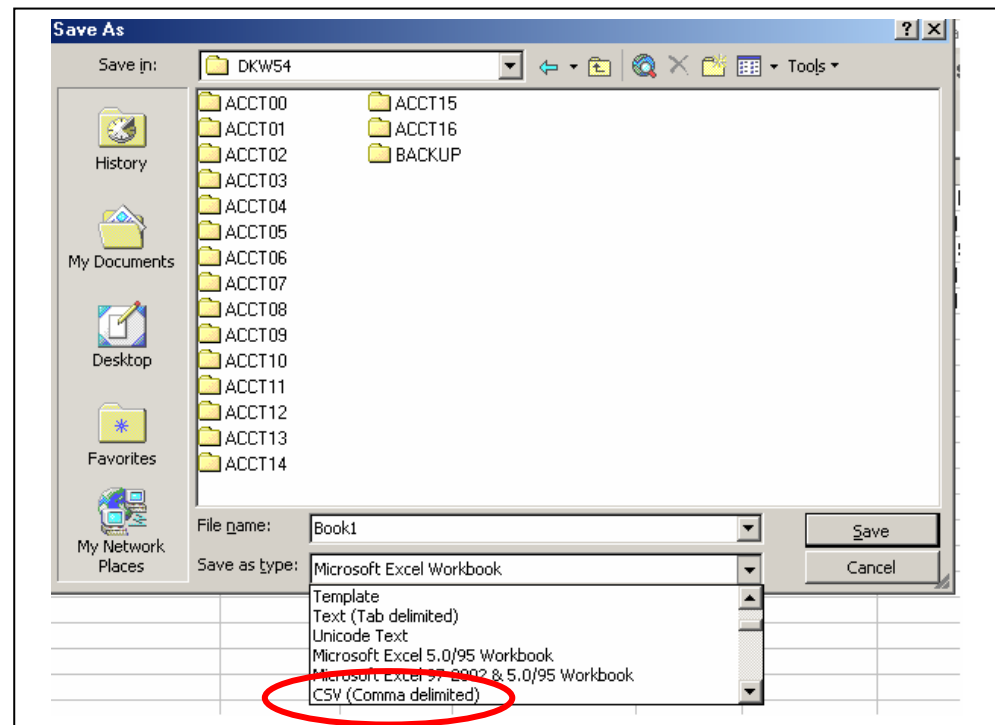
Saving the File - When you click on "Save" you may get several Message Boxes on your screen, warning you about saving the file in this format. **Do Not Worry. This is normal, due to changing the file type from Excel to CSV**.

Warning Messages - The first message box advises you that CSV file types do not support multiple sheets. Since the DoorKing Program is only looking at the first worksheet, this is OK. **Select "OK"**.
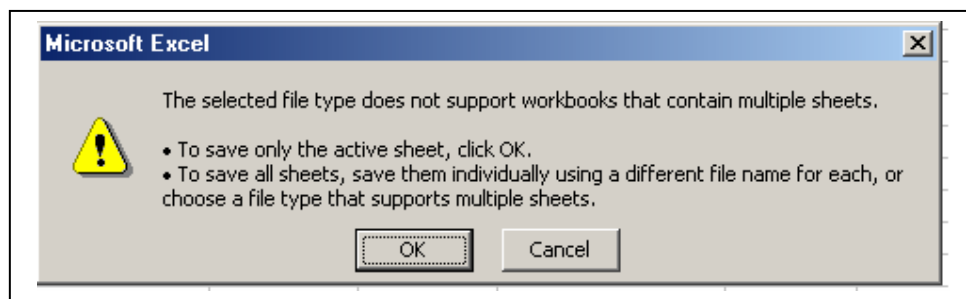
Warning Messages - The second message box advises you that the file may contain some features that are not compatible with the CSV Format. This applies to certain formulas and calculators. Since the DoorKing Program does not use these functions, it is OK to keep the CSV format. **Select "Yes"**.

.
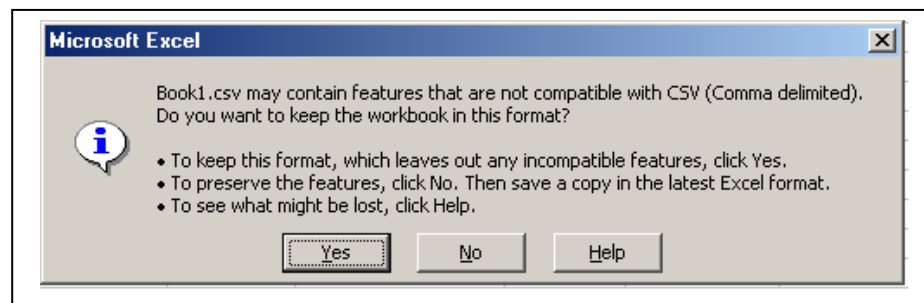
You can then close Excel. The warning message boxes may appear again. Make the same selections

Error Messages - When you have completed the Import Function, a message box will appear. This will state either that the Import was "Successful" or "Unsuccessful".
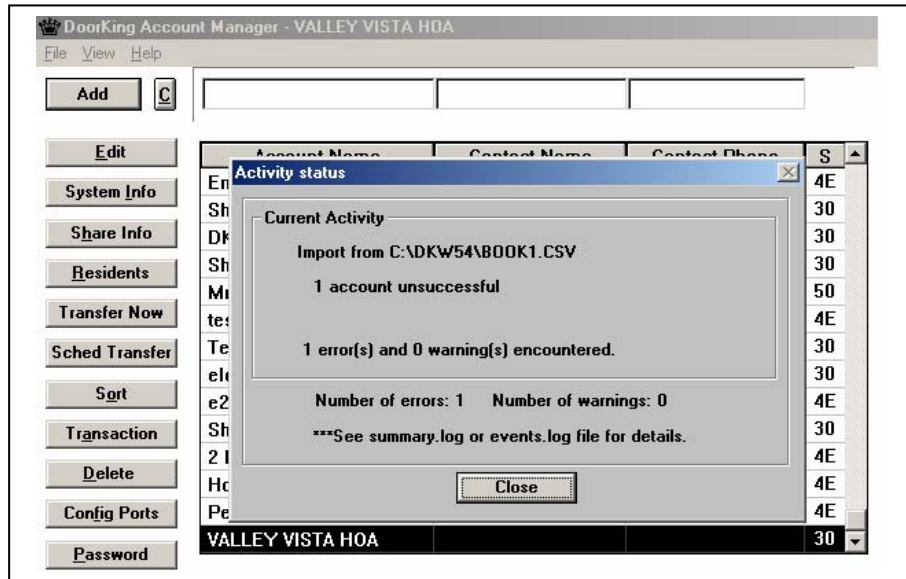
Event Log Files - Close the Activity Status message box. Then from the Fill Pulldown menu, select "View log files" then "View events log".
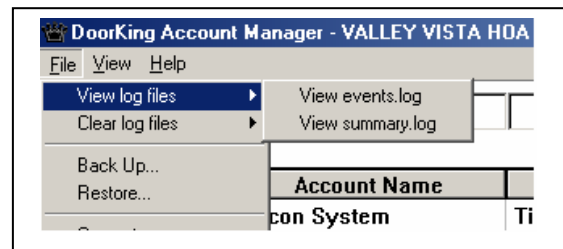
This will detail where errors are within your CSV File. In the example below; Illegal Characters in AAC... The Record at line 76 of import file is invalid. If you open the Import File, and look at line 76, you would see that the area code was entered as (805). We only allow numeric characters, not ( )
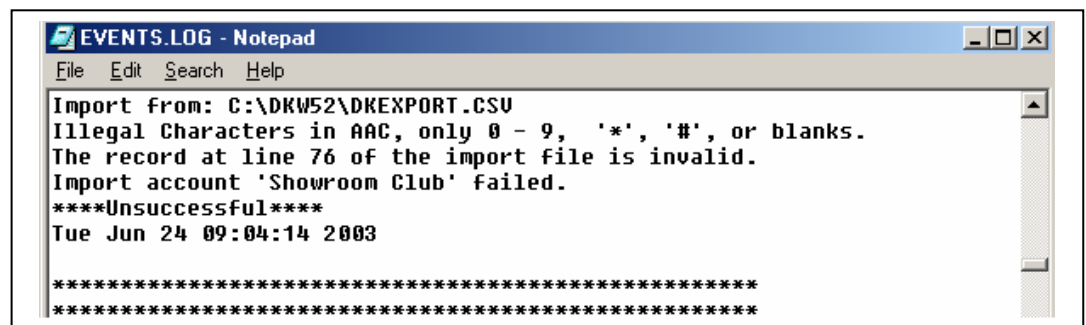
EVENT LOGS

DoorKing has added an Event Log to keep a record of communication between the DoorKing Software Program and other software programs, and between the Computer and the Entry System. These logs can provide useful history information when troubleshooting a System.

Event Logs - These will record data transfer activities, and import/export activities. This will help identify problems when transferring information.

✓ From the Windows "File" pull down menu, click on the View Log Files command.

✓ Select one of the Log options:
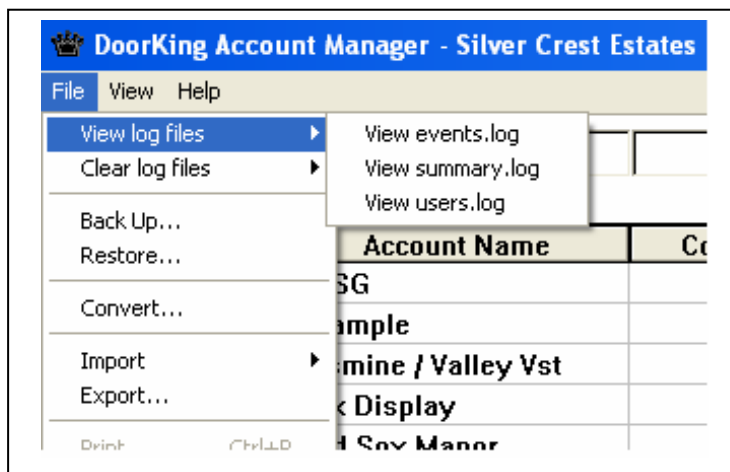
View events.log – This is a detailed history of events. It shows Successful and Unsuccessful Send or Receive commands, and provides error messages when unsuccessful. This also will show information during Import functions, and detail errors within the CSV Import File.

View summary.log – This provide a simple a summary of data transfer


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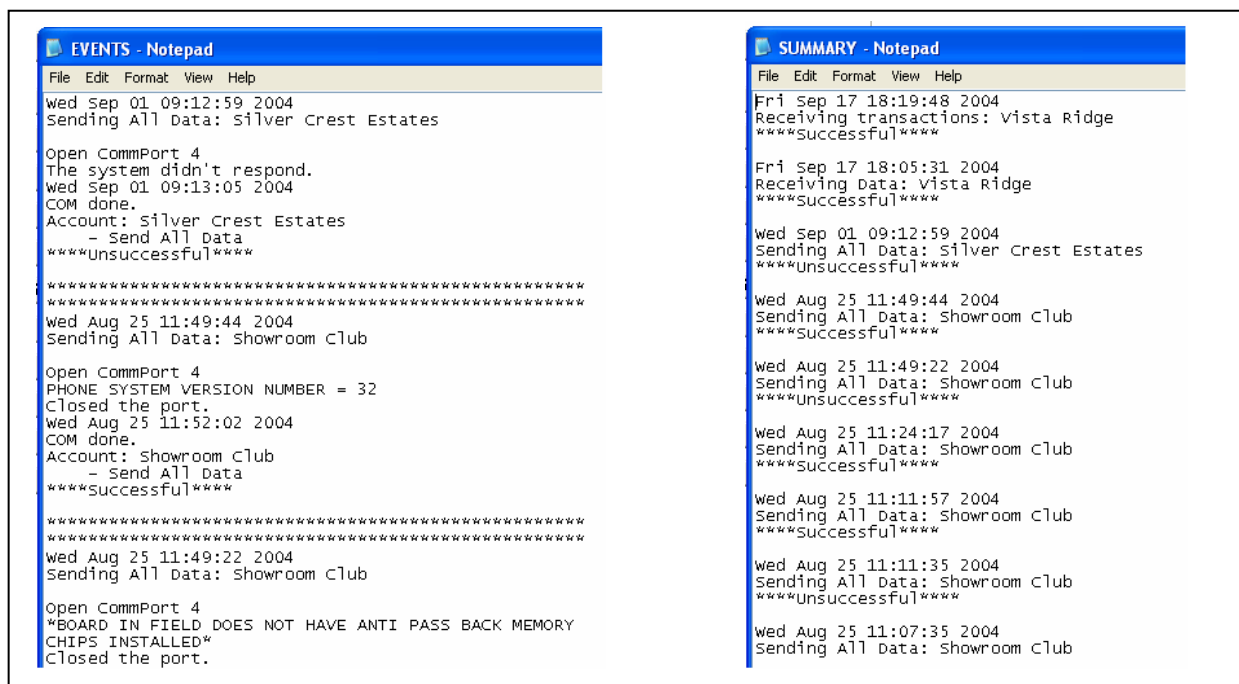
HOW TO MOVE SOFTWARE AND DATA TO A NEW PC

When you purchase a new PC and want to move all the Software Data, the best method is to utilize the Back-up and Restore functions. Do Not attempt to copy folders. There are hidden system files that will not copy and the new PC will not function properly.

Update your software - Install the latest version of DKS Remote Account Software into the old PC.

Perform a Back-UP command - This will back-up your entire DoorKing database, including all system settings, resident data and transaction histories.

 ✓ From the Windows "File" pull down menu, click on the **BACK-UP** option

 ✓ Select the back-up destination. Use the Browse button to select a destination.

 ✓ **DO NOT BACK UP INTO THE DOORKING FOLDER**. Select a flash memory location, such as your E: Drive.
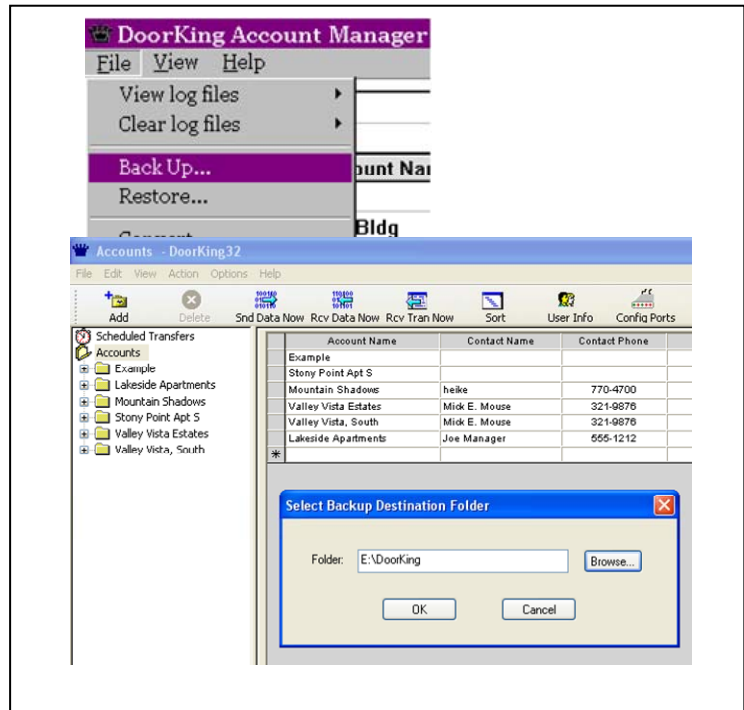
Install the latest DKS Remote Account Manager software into the new PC - This can be downloaded from the DKACCESS Website.

Perform a Restore command - This will create all information from the original PC into the new PC.

 ✓ From the Windows "File" pull down menu, click on the **Restore** option

 ✓ Select the source for the Restore file. Use the Browse button to select if needed.

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