



SI-HOP Talk

November, 2008

Industry and Product News for DoorKing Distributors and Dealers

Internet Programming Is Here!

DoorKing's Remote Account Manager programming software, considered by many to be one of the most easiest to use programs in the market, is now even easier to use! The program now gives you the option of using your existing internet connection to program your DoorKing access control system, and you can also download the program data and transaction buffer to your computer. What's even better is that there is no hardware to change - this new software can be used with DKS access systems that you have already installed!

The DoorKing Remote Account Manager software (V 6.1) will use your existing internet connection to access our DKS Server, which will then transfer (send data) the program data to the access system, or back (receive data and transactions) to your computer (The DKS server option can only be used to send or receive data and transactions. It cannot be used to view live transactions). Programming your DKS access control system using our servers is a free service available for your use 24/7.

DoorKing's Symbio Remote Account Manager software is a powerful, flexible and easy to use computer program that allows you to manage access control in a variety of controlled access applications including apartment complexes, gated communities, condominium build-

ing's, college resident halls, office buildings, factories, industrial sites, etc. Use this program with DKS models 1833, 1834, 1835 and 1837 Telephone Entry and Access Control Systems, and with the model 1838 Multi Door Card Access System. With the 6.1 version of this software, you can program your access control system via the internet (using the dks servers), by telephone line (modem), an RS-232 connection or wireless modem.

The Remote Account Manager software allows you to manage up to 9,999 DKS 1830 series systems from your PC. You can create new accounts, program security and permission levels, card and transmitter numbers, hold open time zones, holiday schedules, elevator control functions and more!

If you need version 6.1 of the Remote Account Manager software to utilize the internet connection, go to the DoorKing web site to download the program. It's free!

With your existing internet connection . . .



*program your DoorKing
access control system
anywhere - anytime*

Education

Gate Operator Installer School

by Ron Miller

The American Fence Association recently completed the second Gate Operator Installer School held in Tulsa, Oklahoma, October 5th through the 11th. Ron Miller, DoorKing's National Training Manager, has been instructing at the school for the last two years and is now a Certified Gate Operator Instructor. He brings a unique perspective from the school and the expectations of the students that attended.

Last year (2007) was the first year of the Gate Operator Installer School (GOIS) and everyone involved in the program, management, instructors and students alike, really didn't know what to expect or how the course offerings would be received. We certainly had some bumps in the road, but it was a great learning experience for everyone involved in the program.

The lessons learned from last year were implemented in this year's school. Lesson number one learned from last year was that we needed more time to get through all the lessons, so this year a full day was added to the curriculum. That extra day was beneficial to all involved, but most importantly to the students. It gave them a bit more time to absorb all the information that was being put in front of them in a short five day peri-

od. The student body ranged from absolute "rookies" to veterans of the industry with 25+ years of experience. Everyone came away with new techniques and knowledge that will help them in their day-to-day activities. One thing that I did notice different from last year was that the students this year took the course much more seriously. I saw students in study groups during their free time going over the lessons, making flash cards and generally working together to learn all that they could to prepare for the gate operator installer certification exam at the end of the course.

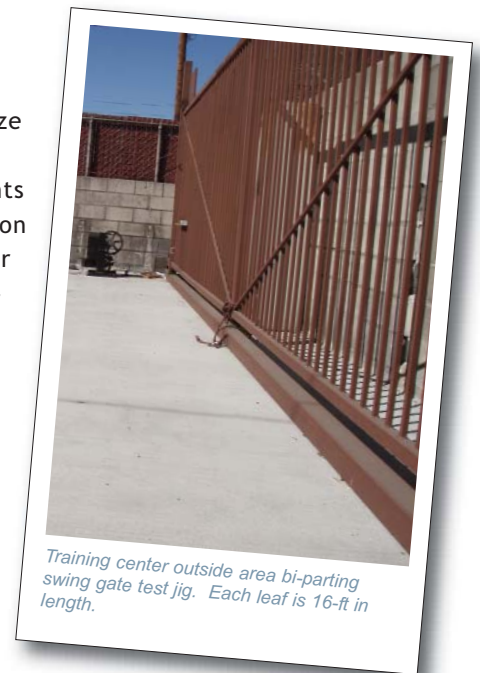
There is a lot of excitement in regards to the future of the school. The manufacturers have been extremely supportive with their equipment donations, which helps us tremendously with "hands on" instruction in the classroom and in the field. And I know that the Ad-Hoc committee, which oversees the school curriculum, will continue to work to expand and upgrade the course offerings. With the recent vote by the ICC (*see page 6*) to include gate operator language in the building codes, the industry has taken a giant step forward in preparing itself for the future.

Training Center

We are looking forward to the opening of our new corporate training center here in Ingleswood. The training center is designed to provide a high-tech learning environment for students coming to DoorKing for product and software training.

The training center is divided into three different areas with each area designed for a specific purpose. Indoors, there is a classroom for instruction and learning. This room is equipped with work benches so that students will be able to have the subject product right in front of them for hands-on learning. Another indoor area is designed for software and programming instruction. Here, students will learn the intricacies of all DoorKing Symbio software products, which includes the Remote Account Manager for our 1830 series systems, the 1812 Programming Manager and the Self Storage Management software.

The outdoor area is equipped with full size slide and swing gates and will allow students to experience hands-on learning in the proper installation and troubleshooting of gate operators, including barrier gate operators, loop detectors, reversing edges and photo-eyes.



Training center outside area bi-parting swing gate test jig. Each leaf is 16-ft in length.

What's New at DoorKing

Expansion / Construction Updates

DoorKing is continuing to expand its facilities in Inglewood, California to help keep up with the growth of the company. The company has acquired three additional buildings on the block, adding 25,000 sq. ft. of space to our campus, which now exceeds 100,000 sq. ft. in seven different buildings. In addition, we are continuing to expand and rehab our existing facilities to improve efficiencies in various departments.

Tech Support Equipment Room

The Tech Support Department recently completed a new equipment room that has a sample of every DoorKing product that is sold. Telephone entry systems, access control systems, gate operators, parking gate systems, card readers, receivers and transmitters, etc. are all installed in the equipment room and everything is operational. Our product support technicians use this room to help troubleshoot problems in the field during tech support calls.

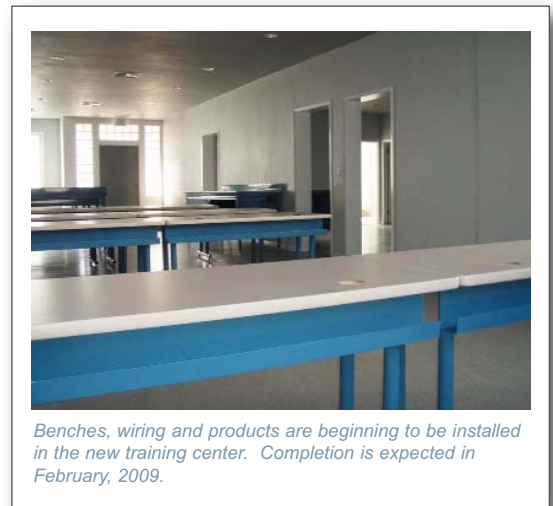


Receiving Warehouse

Our new 8000 sq. ft. receiving warehouse is located next to our finished goods warehouse and features loading docks with dock levelers. The receiving warehouse became operational in September and also houses the DoorKing print shop.

Training Center

Our new 2400 sq. ft. Training Center is still under construction. The training center will feature a classroom and work benches for hands-on training. The training center also has an outdoor work area where slide, swing and barrier gate operators are installed on gates and will allow students to experience "in-field" installation and troubleshooting methods. The training center should be completed by February, 2009.



Offices

We are currently renovating a 7500 sq. ft. building, which will be home to our Sales and Customer Service Departments when completed. These offices will include a brand new showroom along with a state-of-the-art conference room. Demolition of the interior space has just begun and we anticipate occupying these offices in June, 2009.



Sales Department

Sales Department adds Regional Sales Manager

Dusty Beeding, DoorKing's Director of Sales, recently announced the hiring of Randy Johnston as a Regional Sales Manager for the Mid-Atlantic region. Mr. Johnston will be responsible for the company's sales in South Carolina and parts of North Carolina, West Virginia and Virginia.

Randy comes to DoorKing with an impressive background in sales and management. Most recently, he was the Director of Sales with Digitech International / Chamberlain Access Solutions. Prior to that, he was employed by VeriFone / Hewlett Packard as Director of National Accounts and Great Lakes Electronics where he sold computers and computer peripherals. He also served for four years in the United States Coast Guard as a Petty Officer, 3rd. Class. Beeding stated, "Randy's proven track record, his personality and his values fit right in with our company's philosophy and values. We are excited to have a person of Randy's caliber join our sales team." Likewise, Johnston is excited to be working for DoorKing. "DoorKing has a reputation in the industry for its outstanding customer service, tech support and quality of its products. I'm looking forward to the challenges ahead of me and in continuing to support DoorKing's present and new customers in my area of responsibility."

Randy will be working out of DoorKing's new sales office in Florence, SC. Please join us in welcoming Randy to the DoorKing Sales team!

DoorKing Opens 10th Regional Office

We are happy to announce the opening of our 10th Regional Sales Office in Florence, SC.

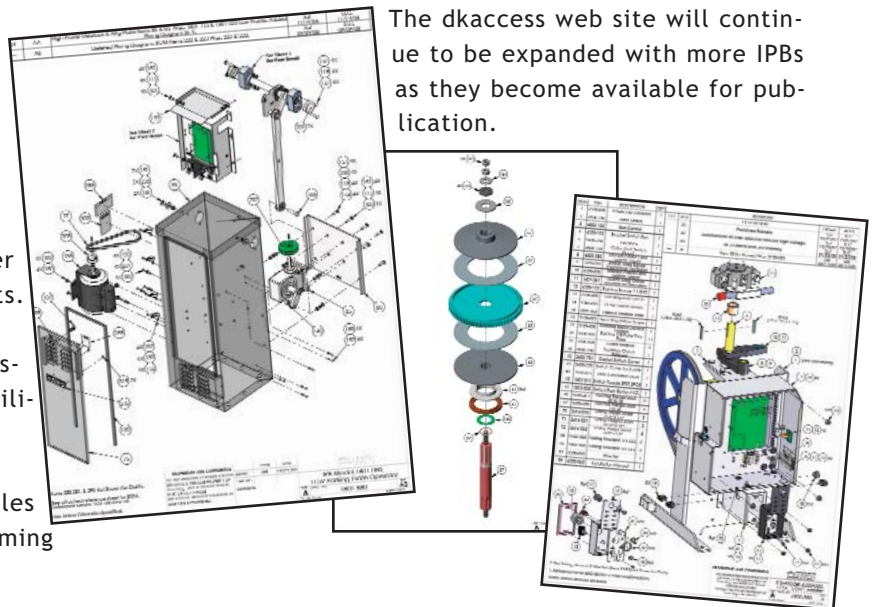
DoorKing Mid-Atlantic
181 E. Evans St., Suite C9
Florence, SC 29506

DoorKing Mid Atlantic will serve our customers in South Carolina and parts of North Carolina, West Virginia and Virginia. Randy Johnston, DoorKing's Regional Sales Manager for this region, will be working out of the new office.

IPBs are On-line!

Need to find a part number or a particular part for a DoorKing gate operator? Just go to the DoorKing tech support site at www.dkaccess.com and click on the IPB (Illustrated Parts Breakdown) button at the upper right of the page.

We now have posted on this site IPBs for the following gate operators: 1150 series overhead gate operators; 1600 series barrier gate operators; 6000 series swing gate operators and 9000 series slide gate operators. The dkaccess web site will have the most up-to-date revisions available, so this is your best choice when looking for gate operator parts.



The dkaccess web site will continue to be expanded with more IPBs as they become available for publication.

New Receiving Warehouse

With the opening of our new receiving warehouse, please make a note to ship all items to:

DoorKing, Inc.
8411 LaCienega Ave
Inglewood, CA 90301

Also please note that we are now using FedEx as our primary carrier for outgoing shipments. Please contact our Customer Service Department (800-826-7493) if you prefer us to use another carrier for your orders.

Telephone Line Voltages & Measurements

DoorKing telephone entry systems are designed to work with a wide range of telephone line sources. As new technologies such as fiber and VOIP enter into the telephone market, there may be some differences in the voltages provided from the telephone line. With this in mind, we are providing some guidelines to help identify potential problems related to the telephone interface voltages and currents.

ON HOOK Voltage:

This is probably the least important voltage involved with the telephone interface. When a phone system is “on hook,” it is basically disconnected from the telephone service. There is no load on the phone line and no load on the telephone voltage. The only affect this has to a telephone entry system is when you have multiple entry systems sharing the same telephone line. The entry system looks at this voltage to determine if the line is available or if the line is busy. The DoorKing systems use a measurement of around 20 V to determine this. If the line is reading less than 20 V, the entry system assumes that the line is busy and will not interrupt to place a call. If the line is reading over 20 V, the entry system will assume the line is open and will pick up the line to place a call.

Typical ON HOOK Voltages:

- Voltages over 24 VDC are acceptable and should function properly.
- 48-50 VDC for most phone systems. May be higher in some areas where the phone company is trying to push the signal down longer telephone lines.
- Some Fiber or VIOP system may provide around 24V.

OFF HOOK Voltage:

This is the voltage when you are dialing out or talking on the phone line. “Off hook” voltage will vary, based upon how long of a cable run you have between the telephone company substation and the actual phone line demarcation point. What is more important than voltage is the amount of current running through the telephone entry system. The current should be greater than 22ma but less than about 80ma. The DoorKing entry systems have a sophisticated phone line interface circuit which compensates for high and low currents.

Typical OFF HOOK Volts and Amps:

- Acceptable current: greater than 22ma but less than 80ma. Typically 35-40ma (which indicates about 6VDC).
- Typical voltage: greater than 5V. This may be higher in some areas, or the closer you are to a telephone company substation. If you get unusual readings, disconnect the entry system and measure when connecting your test phone.

RING Voltage:

This is changing with the introduction of newer telephone technologies. In the past the ring voltage specification was 90 VAC @ 20 Hz. This was to ring the telephone bell in old phone systems. We are now seeing lower ring voltages being provided, especially with Fiber and VOIP connections.

Typical RING Voltages:

- Typical voltage is 80-100 VAC, but may be as low as 50 VAC in some systems.
- Acceptable voltage: DoorKing has modified our control boards to properly function with and answer incoming ring voltages down into the low 30 VAC range. These modifications are available on the 1830 Series Rev K boards, 1838 Rev J board and 1871 Rev Z boards.

Ping-Pong is not the name of the game

Ping-pong is a registered trademark of a British company that makes equipment for playing table tennis, the real name of the game.

In the late 1880's, English engineer James Gibb invented table tennis, originally played with balls made from champagne corks and paddles made from cigar-box lids, as a miniature, indoor version of tennis.

Industry Updates

ICC Action on Gate Operators / Tennessee Law on Emergency Access

International Code Council

The International Code Council (ICC) membership has approved code change proposals incorporating automated vehicular gate provisions into both the International Fire Code (IFC) and the International Building Code (IBC). The changes will appear in the 2009 versions of these codes, which are scheduled for publication in May, 2009.

International Building Code - new provisions

3110.1 General - Automatic vehicular gates shall comply with the requirements of this section and other applicable sections of this code.

3110.2 Definitions - The following words and terms shall, for the purposes of this section and as used elsewhere in this code, have the meaning shown herein.

VEHICULAR GATE: A gate that is intended for use at a vehicular entrance or exit to a facility, building or portion thereof, and that is not intended for use by pedestrian traffic.

3110.3 Vehicular gates intended for automation - Vehicular gates intended for automation shall be designed, constructed and installed to comply with the requirements of ASTM F2200.

3110.4 Vehicular gate operators - Vehicular gate operators, when provided, shall be listed in accordance with UL 325.

International Fire Code - new provisions

Section 501.3 - Construction documents, has been amended requiring construction documents to also include "security gates across fire apparatus access" and that the documents shall be submitted to the fire department for review and approval prior to construction.

Section 503.5 - Required gates or barricades, has been amended so that gate operators "shall be listed in accordance with UL 325." In addition, this section also states "Gates intended for automatic operation shall be designed, constructed and installed to comply with the requirements of ASTM F2200."

Section 503.6 - Security gates, has been amended so that gate operators "shall be listed in accordance with

UL 325." In addition, this section also states "Gates intended for automatic operation shall be designed, constructed and installed to comply with the requirements of ASTM F2200."

Appendix D103.5 - Fire apparatus access road gates, has been amended and states that "Gates securing the fire apparatus access roads shall comply with all of the following criteria (*only new additions 8 and 9, are listed here - editor*):

8. Electric gate operators, where provided, shall be listed in accordance with UL 325.

9. Gates intended for automatic operation shall be designed, constructed and installed to comply with the requirements of ASTM F2200.

What does this mean?

Where the 2009 IFC and IBC are adopted, compliance with UL 325 and ASTM F2200 will be required for gates across "fire apparatus access roads" and for gates associated with "buildings, facilities or portions thereof." Additional language, proposed by a fire code official, was also added to the construction documents section of the IFC. In areas where these codes are adopted, inspectors will now be checking automated vehicular gate systems to insure compliance to the codes.

Tennessee Law

Tennessee Public Chapter 1008 applies to "any gated facility or community, whether residential, commercial or industrial, approved for or constructed after the effective date of this act (May 22, 2008) and the installation of any new or replacement security gate or barrier at any existing gated facility or community."

The law states that "All security gates or barriers shall be equipped with a radio operated receiver/controller capable of receiving signals from a police department, sheriff's department (if the gated facility or community is in the county), fire department, utility and emergency medical services' radio transceivers serving the gated facility or community which allow emergency responders and other necessary on-duty employees to open the security gate or barrier by use of such equipment."

New Arrivals!

Candelaria Mendoza, printed circuit board assembly department, gave birth to a little boy named “Emiliano” on August 8th. Little Emiliano weighed 6.7 lbs and measured 19 ½ inches. Candi’s daughter Sonia Chavez also works at DKS with the customer service team.



Victor Araiza’s (Manufacturing Engineer) wife Patricia, gave birth to a little boy named “Santiago” on October 8th. Santiago weighed 8 lbs and measured 19.5 inches. This is the Araiza’s first child and the proud parents are beaming with joy.



July Birthdays!

Dominguez, Ana	6th
Darmali, Julius B.	8th
Lopez, Pedro Ramirez	8th
Mendez, Julia	10th
Avitia, Armando	10th
Chavez, Sonia	14th
Smith, Philip D.	14th
Gueorguieva, Nadejda V.	14th
Huynh, Dave A	15th
Hernandez, Daniel	17th
Rodas, Walter G.	17th
Esperanza, Norman	21st
Guzman, Eleanor	29th
Sadovnikov, Yuri	31st

August Birthdays!

Alonso, Juan M.	3rd
Quach, Don A.	6th
Miller, Ronald S	6th
Whitmire, Jac S.	9th
Salinas, Zoila	10th
Loza, Hector	11th

Verdugo, Llobani	12th
Tista, Mercedes	17th
Castro, Mario J.	19th
Purviance, Sonia S.	19th
Maldonado, Jimmy	19th
Herrera, Martha I.	20th
Escobar, William G.	25th
Ruiz, Geovanny M.	26th
Tran, Haivan Nguyen	28th
Macias, Antonio	28th

September Birthdays!

Aguilar, Mario L.	3rd
Gordon, Brian W.	3rd
Potts, Mike	10th
Pabiton, Sharon	11th
Carrera, Enriqueta	17th
Murillo, James A	18th
Simons, Larry	19th
Estrada, Victor	20th
Garcia, Rene L.	21st
Uribe, Jesus	21st
Young, April	26th

Munoz, Manuel R.	26th
Maldonado, Hector M.	29th

October Birthdays!

Montelongo, Miguel A	1st
Alderete, Mary B.	2nd
Taylor, Melvin R.	5th
Flores, Dolores	8th
Lopez, Maria	12th
Segura, Jimmy	12th
Estrada, Victor Daniel	12th
Beltran, Olga C.	14th
Minner, Dave P.	15th
Santos, Esperanza	15th
Gomez, Mauro A.	18th
Kuwahara, John K	23rd
Magana, Rosa E.	25th
Herrera, Maria L.	26th
Wanat, Lawrence E.	26th
Gomez, Manuel	27th
Montegrando, Leo M.	28th



DoorKing, Inc.
120 Glasgow Avenue
Inglewood, California 90301
USA

Phone: 310-645-0023
Fax: 310-641-1586
Email: shoptalk@doorking.com

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We're on the Web!
www.doorking.com
www.dkaccess.com
www.dksoftware.com

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Upcoming Trade Shows

AFA Fence Tech

January 14-16, New Orleans, LA

International Builders Show

January 20-23, Las Vegas, NV

Inside Self Storage Expo

January 26-29, Las Vegas, NV

Check the DoorKing web site News Page for more information on upcoming trade shows.

Extended Hours!

We open at 8:00 AM Eastern Time!

DoorKing's Tech Support and Customer Service Departments are now open at 8:00 AM Eastern Time (5:00 AM Pacific) for your convenience.

