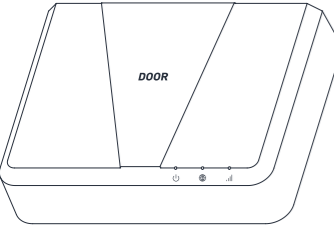


DOOR



Cellular Field Station

Quick Start Guide 2024

Door.com

A Welcome!

Thank you for choosing DOOR products!

At DOOR we're reinventing how we live. Through the foundation of access control business, we serve the Honest Day's Worker—the builder, property manager, contractor, driver, and in-home service provider—that keeps the world running smoothly.

These individuals are the cornerstone of vital services such as housing, transportation, cleaning, dog walking, and more. They deserve access to technology and products that empower them to provide top-notch experiences to their customers while maximizing the economic benefits of their hard work.

DOOR is proud to stand by and innovate for our Honest Day's Worker every day!

B Before You Begin

Please note the following user guide icons:

- Very important information, please read carefully
- Good to know, helpful tips for installation

DOOR Cellular Field Station serves as a gateway connecting DOOR devices to the internet. Unlike many smart home systems where devices connect individually to the network or WiFi, DOOR devices communicate solely with the DOOR Field Station, which in turn connects to the internet, cloud server, and the DOOR App. A continuous internet connection is essential for the Cellular Field Station, achievable through WiFi, Ethernet, or a Cellular SIM card (4G LTE, 3G, or 2G). When all three connectivity options are available, the network connection for our device prioritizes Ethernet first, followed by WiFi, and then Cellular.

When using WiFi, it's important to note that DOOR Field Stations are compatible only with the 2.4 GHz WiFi band. While most residential routers offer both 5 and 2.4 GHz bands, they might not display separate SSIDs for each, or both bands might share the same SSID. If you can identify the 2.4 GHz band's SSID, that's the one to connect your Cellular Field Station to. Generally, routers will automatically connect the Cellular Field Station to the 2.4 GHz band, though some may erroneously try to connect it to the 5 GHz band. In such cases, you might need to adjust your router settings for a successful connection. For more guidance, consult the 'WiFi Considerations' section.

The Cellular Field Station is equipped with an integrated SIM card, providing internet access exclusively for the device. Importantly, the SIM card is designed solely for use with the Cellular Field Station and cannot be extracted for alternative uses.

B Before You Begin

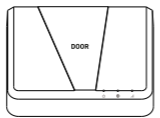


It's crucial to distinguish between "5 GHz" WiFi and "5G" cellular service, as they are entirely different technologies. For expansive setups, such as in large buildings or to support a vast number of devices, multiple DOOR Field Stations. Remember, the DOOR wireless network boasts an impressive quarter-mile open-air range.

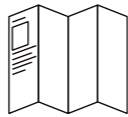


Be aware that multi-step authentication WiFi networks, commonly found in hotels or airports, are not compatible with DOOR Field Stations.

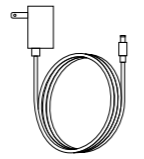
C In the Kit



Cellular Field Station



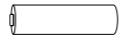
Quick Start Guide



AC Power Supply Adapter (5V/2A)



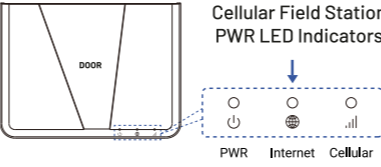
Ethernet Cable ("Patch Cord")



Li-On rechargeable Battery, Model 18650, 2500mAh, 3.6V

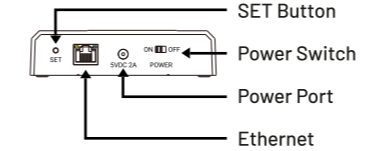
D Get to Know Your Device

Please take a moment to familiarize yourself with your new Cellular Field Station.



LED Behaviors

- Green PWR LED Flashing Quickly Device Startup
- Green PWR LED On Solid Power On
- Red PWR LED Flashing Slowly Device Updating
- Red PWR LED Flashing Quickly Restoring To Factory Defaults
- Red PWR LED On Solid Device Error
- Blue Internet LED On Solid Connected To Internet
- Blue Internet LED Flashing Slowly Wifi Hotspot Mode
- Blue Internet LED Flashing Quickly Wifi Settings Change
- Green Cellular LED On Solid 4G Cellular Is On
- Green Cellular LED Flashing LTE Registered But No Network



D Get to Know Your Device

Ethernet Jack LED Behaviors

- Fast Blinking Yellow Normal Data Transmission
- Slow Blinking Yellow No Response From The Router
- Green Light On Port Is Connected To Router Or Switch
- Either Light Off Something Is Wrong

(Disregard LEDs If Port Is Not Being Used)

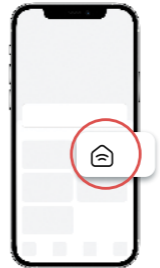
E Add Device To DOOR App

If you are new to DOOR, please install the DOOR App on your phone, if you have not already.



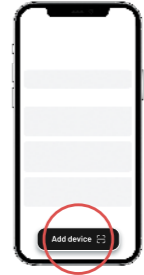
Open the app and tap Sign up for an account. You will be required to provide a username and a password. Follow the instructions, to set up a new account. Allow notifications, when prompted. Log in to the app using your new username and password. If you already have an account, please ensure you log in using that one.

- In the Home screen of the app, tap on the card located in the top right.

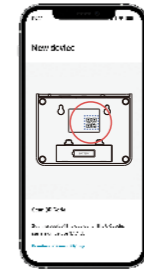


E Add Device To DOOR App

- Tap on the "Add device" icon.



- Approve access to your phone's camera, if requested. A viewfinder will be shown on the app.



- Hold the phone over the QR code so that the code appears in the viewfinder. If successful, the next steps will be displayed.

- Follow the on-screen instructions in the DOOR App, which will guide you step by step.

F Considerations

You can find it more convenient to set-up your Cellular Field Station at a desk or table before placing it or installing it where it will be permanently located. Direct connection to your internet/network hardware (router, switch, satellite, etc) via Ethernet is required for "plug & play" set-up. You will connect the Cellular Field Station to your internet/network equipment either using the included Ethernet patch cord, or another Ethernet cord.

For larger homes and buildings, and/or if you will have devices outside of your home, it's possible you may need to relocate the Cellular Field Station to an optimal location, in order to cover your entire home, building or property. And should one Field Station not be sufficient, you can add as many Field Stations as you want, later, to extend the coverage of the DOOR wireless network.

The Cellular Field Station will require a dedicated AC outlet for the included power adapter.

The Cellular Field Station has a backup battery (Li-On Rechargeable Battery, Model 18650, 2500mAh, 3.6V) with the purpose of maintaining full functionality in the event of a power outage. When the primary power source (AC power supply) to the Field Station is interrupted, it seamlessly transitions to a backup battery power supply. This built-in battery is capable of sustaining the device for approximately 4 hours, ensuring continuous operation during short-term power outages.

To maximize the battery's lifespan, the Cellular Field Station is equipped with an automatic battery maintenance feature. This system is designed to discharge the battery for two hours every 30 days, starting from the initial power-up of the device. This regular discharging helps in preserving the battery's health and efficiency.

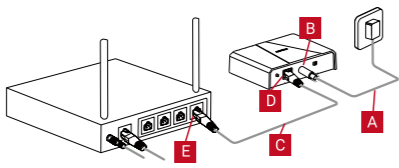
F Considerations

Your **Cellular Field Station** is intended to be installed indoors, and kept clean and dry.

Do not place your **Cellular Field Station** near sources of heat, like a space heater, as well as intense direct sunlight, either of which can damage the Cellular Field Station.

Avoid placing your **Cellular Field Station** inside, on or near metal, or sources of radio or electromagnetic energy or interference. Avoid placing your Cellular Field Station under or on top of your WiFi router, satellites or any such RF signals transmission sources.

G Connections & Power-Up



1. As shown, power up the **Cellular Field Station** by connecting the adapter cable (A) to the power jack (B) on the Cellular Field Station, and plug it into an outlet.

2. Turn the power switch to ON, the green status indicator should flash a few seconds:



3. It is recommended that you connect your **Cellular Field Station** to the network/internet even if WiFi-Only is your intended format. Using the supplied Ethernet patch cord (C), connect one end (D) to the Cellular Field Station, and the other end (E) to an open port on your router or switch. The blue Internet indicator should turn on:



If your **Cellular Field Station** is NOT Online after this step, please double-check your cable connections. Check LED indicators on the Ethernet jack on your Cellular Field Station (refer to section E). There should be similar LED activity on your router or switch (refer to your router/switch documentation).

H Mobile Device Settings

Approve app access to your network and/or location:

- iOS phones only: if prompted, enable Local Network Access. (Search "iOS location services" for more information).
- Android or iOS, if prompted, grant access to your location. **Tap Allow Once**. This is required for the next steps.

To check or edit Location Services on your phone:

- iOS:**
- Go to **Settings**, tap **Privacy**, tap **Location Services**
 - Ensure **Location Services is on/enabled**.
 - Scroll down to and tap the **DOOR App**
 - Select **While Using the App**
 - **Enable Precise Location**

- Android:**
- Go to **Settings**, tap **Location**.
 - **Ensure Location is On**.
 - Tap **App Permissions**. Scroll down to and tap the **DOOR App**, then set permission to **Allowed Only While in Use**

Ensure you are logged into your WiFi:

- In your phone, open WiFi settings (Settings, WiFi).
- Identify your 2.4 GHz network, if possible. If there is only one SSID (network ID) you recognize, you will use that one.
- Select the appropriate network and log-in, if needed.

If your SSID is hidden, you must manually log into it on your phone, by selecting "Other..." in Other Networks or Choose a Network.

I WiFi Considerations

Your **Cellular Field Station** connects to the cloud via an Ethernet, WiFi, or Cellular network. If an Ethernet connection is available, we recommend using it, and this is the "Plug, Plug & Play" method that will result in the easiest and fastest setup of your Cellular Field Station. There are additional considerations, specific to using a WiFi connection with your Cellular Field Station:

- Changes to your internet provider, internet equipment may require updating the WiFi-related settings in the **DOOR App** again.

- Changing your WiFi passwords or SSID name will require updating the WiFi-related settings in the **DOOR App** again.

A WiFi connection, if optional, may not be ideal for you if:

- Your WiFi is not dependable or stable.
- You are not the owner/administrator of the network/WiFi.
- You've forgotten or do not have the WiFi password.
- Your WiFi has a second verification process or additional security.
- You'd rather not share your WiFi credentials with additional apps.



If you have a mesh and/or WiFi 6 type network, like a Google Nest, TP-Link Mesh, or Eero, you will most likely need to disable the 5GHz WiFi band while connecting your Cellular Field Station.

J WiFi Setup

- Tap on the "Devices" section on the **DOOR App**.
- Tap on the **Cellular Field Station** card.
- Press the Cellular Field Station's SET button for 5 seconds or until the Blue Internet LED flashes.
- In the DOOR app, tap on the "Settings" icon from the Field Station.



- Select your Wi-Fi network and enter the password.
- Tap on "Connect"
- Tap on "View device" to check that the device is now connected to your Wi-Fi network.

Take into account the following considerations:

- If your **Cellular Field Station** was not already connected to internet, the Field Station's blue internet LED should now be on solid, indicating the Cellular Field Station is connected to the internet.

- Your **Cellular Field Station** may appear offline in the app if it was not already connected to the internet via the Ethernet cable. Tap the refresh icon or swipe down on the screen, to refresh the app.



If you experience difficulties connecting the **Cellular Field Station** to your WiFi, try temporarily disabling or turning off your 5 GHz band. Check for this option in your router's app, or by connecting to your router via a browser interface (refer to your router documentation, as needed).

K Contact Us

DOOR

Support
support@door.com

Door Technologies, Inc.
www.door.com
1220 N Price Rd
STE 2
Olivette, MO 63132

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To install and configure devices
download the **DOOR App**:

