DOOR

Non-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

Field Stations are the gateway to the internet for your **DOOR** Connected Devices. Your **DOOR Non-Cellular Field Station** connects to the internet or Wi-Fi and is responsible for managing all communications with the devices and the DOOR app. Your **Non-Cellular Field Station** requires a full-time internet connection. This can be provided by your WiFi and/or a direct connection to your internet/network equipment (also known as an Ethernet connection).

If using a WiFi connection, please note, your Field Station connects only to the 2.4 GHz WiFi band. Nearly all residential WiFi routers have a 5 and a 2.4 GHz band. Your router may or may not display SSIDs for both bands or they may both have the same name. If you know which SSID is your 2.4 GHz band, this is the one your Non-Cellular Field Station will connect to. With some exceptions, your router and the Non-Cellular Field Station will connect automatically via 2.4 GHz. Some routers may attempt to connect your Hub to 5 GHz. Additional setup support may be needed, for example, changing your router settings. Refer to the WiFi Considerations section for more information.


B Before You Begin

⚠

"5 GHz" should not be confused with "5G" cell phone service. You can have multiple **DOOR Field Stations** for a single installation. While the **DOOR** wireless network has up to a ¼ mile open-air range, additional Field Stations may be required in large buildings, such as high-rises, and/or to support thousands of devices.
Multi-step authentication Wi-Fi networks, like hotel or airport Wi-Fi, are not supported!

C In the Kit
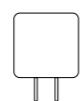
Non-Cellular Field Station
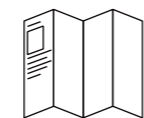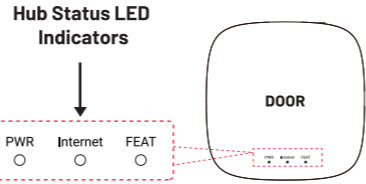
Quick Start Guide

USB Cable (Micro B)

Ethernet Cable ("Patch Cord")

AC/DC Power Supply Adapter

D Get to Know Your Device

Hub Status LED Indicators

PWR   Internet   FEAT

LED Behaviors

🟢 **Green PWR LED Flashing**
Power On

🔵 **Blue Internet LED On Solid**
Connected To Internet

🔵 **Blue Internet LED Flashing Quickly**
Wifi Settings Change

🔴 **Red FEAT LED Flashing Slowly**
Device Updating

🔴 **Red FEAT LED Flashing Quickly**
Restoring To Factory Defaults

Ethernet
Power Port
SET Button
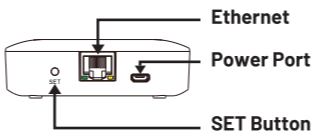
Ethernet Jack LED Behaviors

🟨 **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.

Download on the App Store

GET IT ON Google Play

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.

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

2 Tap on the "**Add device**" icon.

E Add Device To DOOR App

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

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

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

F Considerations

- Set up your Non-Cellular Field Station at a desk before placing it or installing it where it will be permanently located. Internet via Ethernet is required

- 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 Non-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 DOOR Field Stations as you want, later, to extended the coverage of the **DOOR** wireless network.

- The **Non-Cellular Field Station** is USB-powered and it will require a dedicated AC outlet for the included USB power adapter, or it can be plugged directly into a compatible USB outlet.

- The **Non-Cellular Field Station** does not have an internal battery, it must be constantly plugged into a suitable source of power.

- You may consider powering your internet/network equipment and the Non-Cellular Field Station from a UPS back-up power supply, with the purpose of maintaining full functionality in the event of a power outage and loss of internet connection. And, consider the use of our Control-D2D device-to-device pairing feature, which is outlined in the product user guides. Paired devices can work even with the loss of power and internet (battery-powered or backed-up devices, only).

F | Considerations

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

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

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

G | Connections & Power-Up
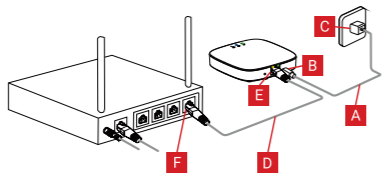
1. Power up the **Non-Cellular Field Station** by connecting one end the USB cable (A) to the power jack (B) on the Non-Cellular Field Station, and the other end to the power adapter (C), plugged into an outlet.

2. The green power indicator should flash:

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

If your Non-Cellular Field Station is NOT Online after this step, please double-check your cable connections. Check LED indicators on the Ethernet jack on your Non-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

Ensure you are logged into your WiFi:

1. In your phone, open WiFi settings (Settings, WiFi).

2. Identify your 2.4 GHz network, if possible. If there is only one SSID (network ID) you recognize, you will use that one.

3. 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 | Wi-Fi Considerations

Your **Non-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 Non-Cellular Field Station. There are additional considerations, specific to using a WiFi connection with your Non-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 Wi-Fi connection, if optional, may not be ideal for you if:

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

If you have a mesh and/or Wi-Fi6 type network, like a Google Nest, TP-Link Mesh, or Eero, you will most likely need to disable the 5GHz Wi-Fi band while connecting your Non-Cellular Field Station.

J | Wi-Fi Setup

1. Tap on the "**Devices**" section on the **DOOR App.**

2. Tap on the **Non-Cellular Field Station** card.

3. Press the Non-Cellular Field Station's SET button for 5 seconds or until the Blue Internet LED flashes.

4. In the **DOOR App**, tap on the "**Settings**" icon from the Non-Cellular Field Station.

5. Select your Wi-Fi network and enter the password.

6. Tap on "**Connect**"

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

- Your **Non-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.

- In the App, confirm the Wi-Fi icon is green (indicating a Wi-Fii connection), with your SSID name shown below it.

- If you are not leaving your **Non-Cellular Field Station** connected to Ethernet, you may remove the Ethernet patch cord at this time. Verify the Non-Cellular Field Station's Internet LED indicator remains a solid blue, and in the app, the Non-Cellular Field Station online.

- If you are moving your **Non-Cellular Field Station** to its permanent location, you can do so at this time. Verify the Non-Cellular Field Station comes online automatically shortly after being powered back up.

If you experience difficulties connecting the **Non-Cellular Field Station** to your Wi-Fi, 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

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