# AccessPLUS Software – Modem Connection

REPORTS OF PROBLEMS WITH CERTAIN USB MODEMS: DoorKing has received some reports of modem connection problems with some brands of USB Modems. Engineering has researched this and found that a change in settings within the AccessPLUS software will allow modem connection

☑ **IN AP SOFTWARE, CLICK ON "ADVANCED MODEM SETTINGS" BUTTON**

☑ **CHANGE SETTING TO "CALCULATE ANSWER DELAY", AND SELECT "SOFTWARE CALCULATES ANSWER DELAY"**

☑ **CLICK OK**
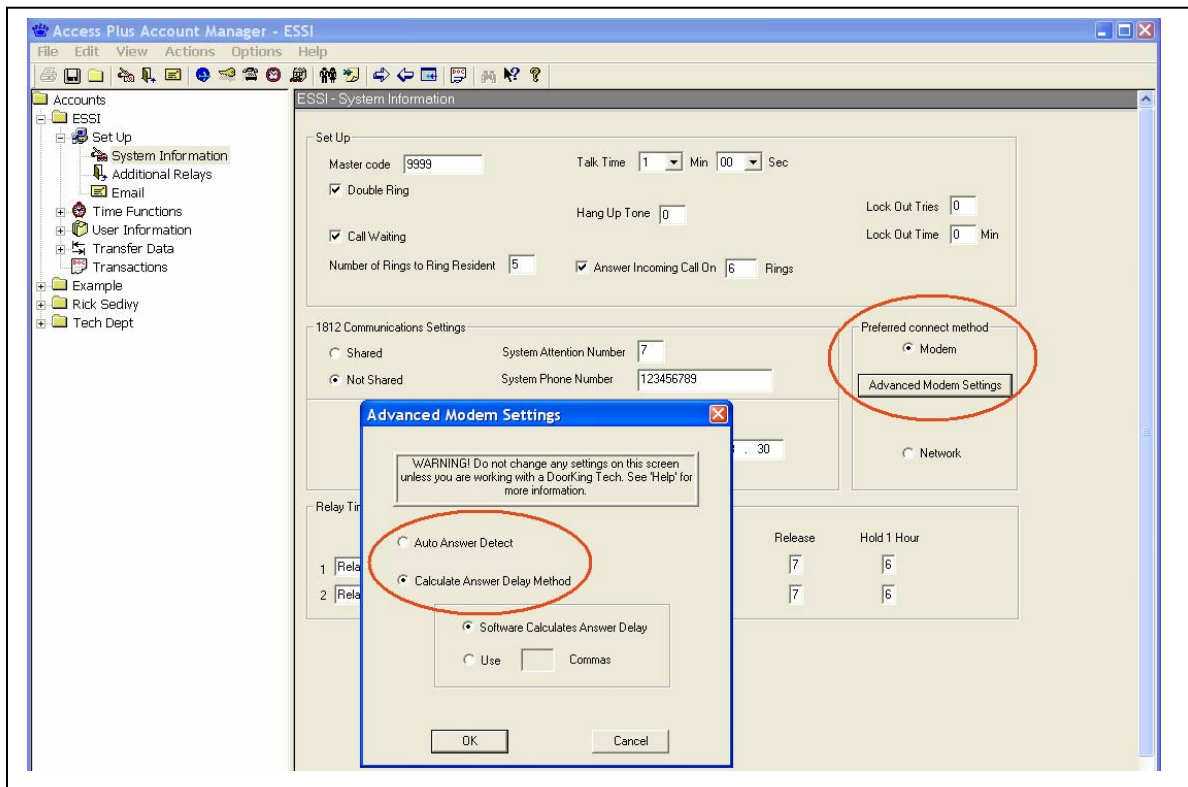
Please contact DoorKing Technical Support for more information on these changes.