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Control Panel Communication Using VoIP

This is to inform you that DSC control panels can communicate properly using VoIP services, however, depending on your provider, some communication formats may be affected. For the most part, pulse formats and SIA are unaffected. The Contact ID format is more susceptible to problems because of the compression of the signal through the VoIP service.

We have conducted extensive testing and are currently working with VoIP providers across North America to ensure that at least one format is supported in all cases.

Regardless of the format you are using, please ensure the following:

1. That the control panel is thoroughly tested to ensure that the format selected communicates reliably with the central monitoring station.
2. It is strongly recommended that the control panel be programmed to send a regularly scheduled test signal.
3. The panel is wired for line seizure.
4. A backup communication method is used (i.e. SKYROUTE, T-Link). The VoIP service is not like a regular phone line and requires power. Even if an alternative power source is available (UPS, back-up generator) to power the cable/DSL modem the network may not have power. Check with your provider to determine if service will be available during an AC power loss.

Presently, we believe that the downloading capability of the control panel is unaffected.

If the following guidelines are met, all DSC control panels will be able to communicate using the VoIP service using one or more (but possibly not all) of the formats supported by the panels.

Please contact the DSC Customer Help Center at 888-888-7838 or info@dsc.com or contact DSC Technical Support at 800-387-3630 or tech@dsc.com if you have any questions.

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