

EXPERIENCING ONGOING FIRE ALARM COMMUNICATION ISSUES?

A RECENT SITUATION

What I am seeing in the activity log at the central station is not a Comcast issue or Classic issue, but is caused by AT&T switching their network over to fiber optic/VOIP. I understand you are using Comcast, but AT&T owns all the infrastructure around the country and while Comcast is providing your service at the building, when the signals leave the building they are handed off to AT&T for transmission to the central station. Most fire alarms are not up-to-date to work with very limited bandwidth and all the new fiber wiring being used with this fiber optic/VOIP



THE REASON WHY THE ISSUE IS OCCURRING



"Many alarm systems are designed to transmit alarm signals as a series of beeps and tones over analog telephone lines, therefore DACTs (fire alarm communicators) may not function properly with limited bandwidth in this environment.. The Internet is designed to optimize data transmission. It is a "packet" switched, digital network in contrast to the PSTN which is a "circuit" switched, analog network, that is designed to optimize voice transmission.

To optimize voice transmission (which include tones that DACTs transmit), VoIP technologies must convert analog tones into bits of data to transmit them over the network, and convert them back to analog that can be understood by the receiver. This conversion can create distortions and delays, causing unintelligible reception at the central monitoring receiver. Although the human ear is more tolerant of slight distortions in VoIP communications, digital alarm receivers require precise communication. The analog signals transmitted by the DACT may not be recreated properly within enough time or frequency for the digital alarm communicator receiver (DACR) to decode them after the signals are converted to digital and back again by the VoIP system. The VoIP system is designed for transmitting data traffic and not for analog voice type data (tones) and was not designed to be DACT-compatible."

THE SOLUTION



The fix for this issue is to have Classic Protection install a Wireless Fire Alarm Communicator. The Wireless Communicator will completely replace the telephone lines so fiber optic/VOIP is not a problem at all. The Wireless Communicator will actually allow you to disconnect the phone lines and save the monthly fees, which will pay for the communicator after about a year.

The Wireless Communicator is not cellular, so when cell towers go down/become overloaded with phone/data usage (as they frequently do) they do not interrupt the monitoring of your fire panel. At this time it defaults to cellular phone priority traffic. It also is independent of the Internet, so if your Internet goes down your monitoring is not interrupted. We have installed over 300 Wireless Communicators in the past few years because they work and they solve phone line issues.

During Hurricane Harvey entire telephone exchanges went down because of flooding and a number of cell towers went down also. The Wireless network never faltered and never went down. It stayed up and strong throughout the storm.

ROI

Often the savings are great enough that the money saved will actually pay for the installation of the Wireless Communicator over a period of about 12 months.

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GO WIRELESS AND RECEIVE ROI