

Digital Transmission of Alarm Signals over Standard Telephone Lines

The most common and time-proven method of alarm communications is using a digital-dialer (standard with most alarm panels) and the customer's existing local telephone service.

However, burglars have become more sophisticated. This has meant an increase in the occurrence of cut telephone lines. Failure of the phone lines can also be caused by fire, construction, weather, or other causes.

Secured Monitoring

The solution is to add a cellular communicator and dedicated cellular service for your security system. If your telephone line should fail for any reason, you can rest assured that the alarm signals will be transmitted via the back-up cellular link! We call this "Secured Monitoring".

Cell Phones and Internet Telephone Service

Many residential and commercial customers are disconnecting their traditional local phone service in favor of cell phones or telephone service provided by cable companies, or other internet-based service providers. Many of these services use a technology called Voice Over Internet Protocol (VOIP).

IMPORTANT: Changing your phone service to one of these alternative sources will affect your alarm system communications path and will likely prevent the standard telephone dialer from functioning properly!

If you currently have a Koorsen monitored system and are considering one of these services, **please contact us first at 1-888-koorsen (888-566-7736)** so that our security specialists can fully explain your options!

Additional Information & Solutions

If you use only cell phones in your home or office, a cellular communicator and dedicated cellular service can be added to your security system and can be the primary communicator.

If you use the internet for telephone service (VOIP), you should be aware that this service is designed for voice applications and is not designed for digital signals transmitted over telephone lines. These service providers often include disclaimers in the fine print regarding security systems.

If you use the internet for alarm communications, you should be aware that your alarm communications will be disabled if your network equipment (cable modem, router, etc.) malfunctions or loses power. You should install a UPS backup power supply for this equipment.

If you are committed to VOIP for telecommunications and have a very reliable network (many businesses today meet this description), Koorsen can provide an Internet Communicator that is designed specifically for our security systems. This communicator is the primary link to the monitoring station; it connects directly to your network and transmits alarms to the monitoring station over the internet, bypassing telephone wiring, preventing all the problems associated with VOIP.

Summary: Whether you use traditional telephones or the internet for transmission of alarm signals, we will always recommend that you consider **Secured Monitoring** (cellular communications) as a backup to your primary means of communication (telephone or internet).