



# *Direct Wire*

Technical Updates Directly To You

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**PRODUCT:** All Alarm Systems

**SUBJECT:** DSL Lines and Alarm System Compatibility Maintenance Alert

## **WHO IS AFFECTED?**

This Direct Wire applies to alarm system installations when a Digital Subscriber Line (DSL) is also in use. This service provides an "always-on" data connection to the internet, using the existing telephone wires already connected to the premises.

## **BACKGROUND**

A particular DSL installation may follow one of two possible configurations within the premises. One configuration uses a device called a Splitter to separate the DSL signal from the 0 – 4 kHz range of the POTS (Plain Old Telephone System). The second configuration does not use a Splitter, but instead requires separate filters ahead of each telephone device to pass the 0 – 4 kHz POTS service.

## **SPLIT INSTALLATIONS**

In a Split installation, the telephone line comes into the premises, and immediately goes to a Splitter. This device includes internal filtering which separates the DSL line from the POTS lines. One line from the Splitter goes to extension telephones, FAX machines, low speed modems (up to 56k), answering machines, and any other equipment, without disturbing their wiring or connections. If an alarm system is on the premises and an RJ31X jack is used for the connection, all equipment is connected through the alarm panel's handset telephone terminals.

The second line from the Splitter device goes directly to the DSL modem. This generally requires a separate wire to be run to the computer location. Telephones and/or other units that normally connect directly to a POTS line must NOT be connected onto the line of the DSL modem.

**If you have any questions or comments:**

Customer Service # 1-800-573-0154 Tech. Support # 1-800-645-7492

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For automatic e-mail delivery, send your address to:

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Look for us on the Web at [HTTP://WWW.ADEMCO.COM](http://WWW.ADEMCO.COM)

**YOU CAN FIND THE ADEMCO DIRECT WIRE ON  
THE INTERNET AT THE ADEMCO HOME PAGE**

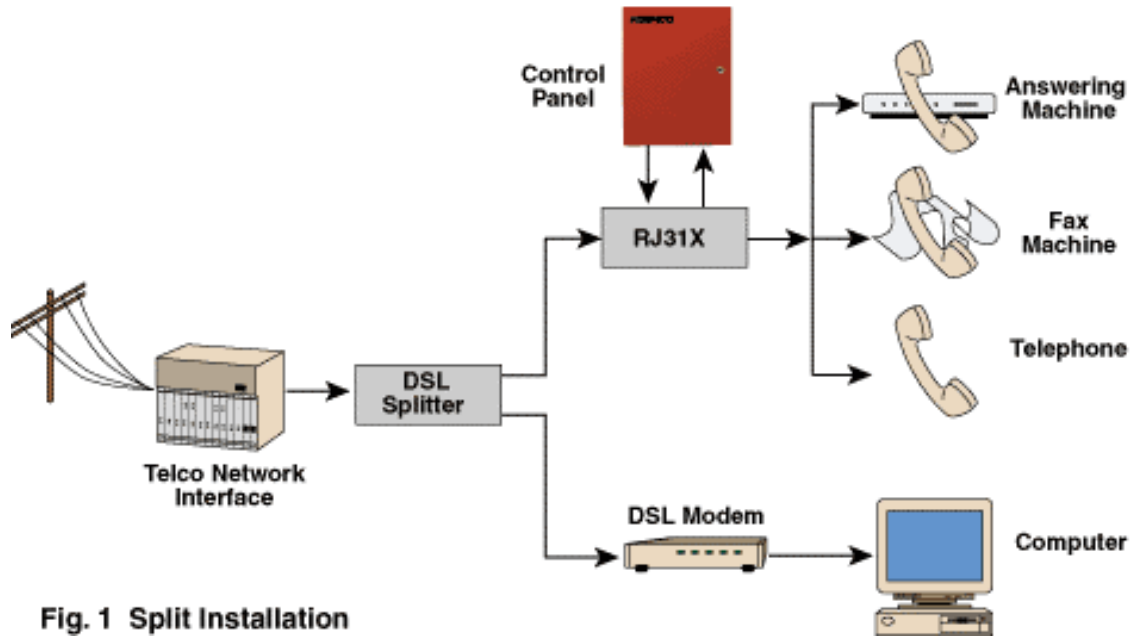


Fig. 1 Split Installation

### INSTALLATIONS WITHOUT SPLITTER

A Splitter installation requires a visit to the site by a telephone company serviceman. Therefore, some DSL providers offer a different install configuration, enabling the end user to complete the installation without using a splitter device.

In this configuration, the DSL modem is delivered to the end user along with a number of low pass filters. This enables the user to plug his/her DSL modem into an existing telephone jack without any special wiring; all other devices connected to telephone jacks MUST have filters installed ahead of them.

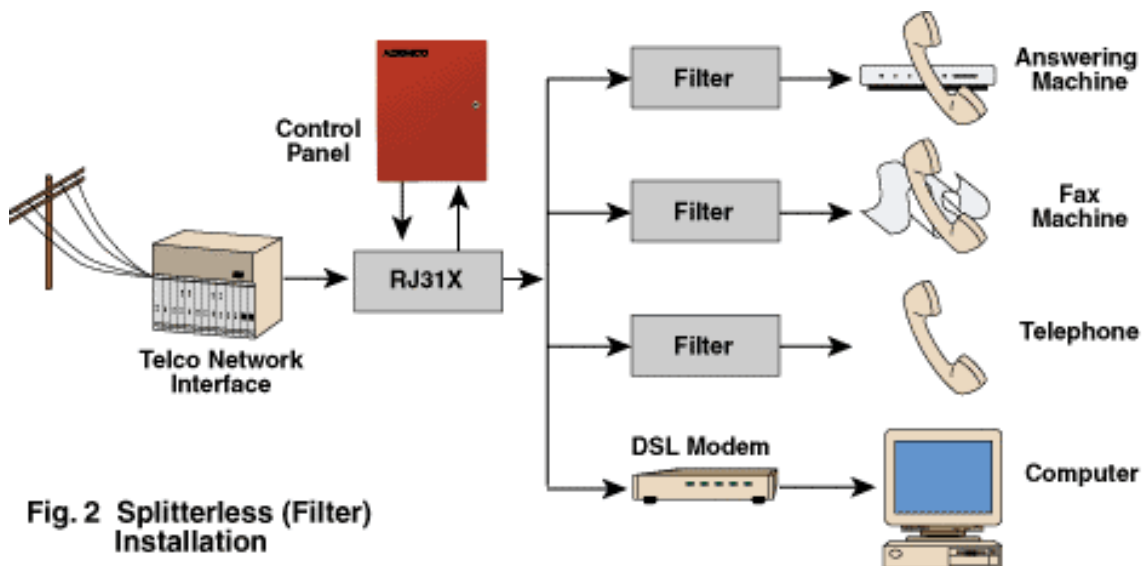


Fig. 2 Splitterless (Filter) Installation

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## **DSL OPERATION with ALARM PANELS**

The Split configuration is preferred for proper panel operation. ADEMCO and FBII panels have separate DSL considerations, as follows:

### **ADEMCO PANEL CONSIDERATIONS**

We feel there should be no problem with ADEMCO panels when both the security equipment and the DSL service have been properly installed, in either configuration. To confirm proper operation, the security dealer must check the system completely after the DSL installation is completed. Testing should be done to make sure that signals are received properly at the central station, and that downloading, if used, can be performed without problems.

### **FBII PANEL CONSIDERATIONS**

For FBII panels, only Split Installation or a separate phone line should always be used since the DSL signal will interfere with the AMD (Answering Machine Defeat) circuitry in these panels and cause erroneous operation of the security equipment. The security dealer must check the system completely after the DSL installation is completed. Testing should be done to make sure that signals are received properly at the central station, and that downloading, if used, can be performed without problems.

## **INFORM YOUR CUSTOMERS!**

Because the DSL wiring configuration can be so important to proper alarm system operation, dealers should advise their customers that if they decide to get DSL service they should contact their alarm dealer for detailed information. We will supplement this Direct Wire as further field information becomes available.

For the latest information, review the DSL information posted on the ADEMCO Group web site ([www.ademco.com](http://www.ademco.com)). Thank you for your continued support of ADEMCO Group products.