



Security Products

Technical Update

ISSUE NO: 6

Dialling Procedures on DSC Panels

The DSC range of control communicator Panels have a default mode dialling procedure that is a combination of both DTMF and PULSE dialling. This varies according to the type of panel.

DTMF dialling is the most common mode of dialling and employs the use of various combinations of multi-frequency tones. DTMF telephone numbers are programmed in directly as they appear in the telephone directory.

PULSE (OR ROTARY) DIALLING in New Zealand is actually **inverted** meaning the telephone number, as appears in the telephone directory, must be **inverted** before

programming your DSC panel for Pulse Dialling only.

Every time an alarm event occurs, DSC panels, when programmed, will dial up the monitoring station. If for some reason the call is unsuccessful, the panel will retry dialling a preset number of times on the 1st telephone number and if programmed for backup will then try the same number of times on the 2nd telephone number.

If, after all these attempts, communication has still not been established, the panel will stop dialling and will display an F.T.C trouble (Failure to Connect) condition. The panel will NOT try dialling again until the NEXT event occurs.

If you've NEVER had a Communication Problem, then don't read this section!!

1. The telephone line is actually faulty - check for 48V D.C. incoming from the telephone exchange and test the line with a phone or butt.
2. The monitoring stations lines may be very busy at that particular time of day - investigate need for binary programming to maximise the number of DTMF dialling attempts made.
3. The telephone line is incorrectly connected - the incoming exchange line must be cut into, not tapped across, with the exchange side connected to TIP and RING, and then through to the master socket from T1 and R1.
4. The panel is connected to a PABX extension not a main line - reconnect to a main line or as a last resort program a '1 and PAUSE' before the telephone number.

5. The account number programmed contains a zero - reprogram the 0 as a HexA (*1*).

- PULSE dialling instead of DTMF
6. may have been selected as a programming option - reprogram or invert the telephone number if pulse dialling is the desired option.

- The telephone number has been
7. incorrectly or not programmed at all - If reviewing using the F key be careful not to press # and wipe out the last digit of the number.

- The wrong communication format
8. has been selected - confirm the desired format with the monitoring station.

9. The reporting codes are not or are incompletely programmed - review and reprogram, check with monitoring that you are using

Default Dialling Attempts Before FTC

(With backup selected where available and DTMF selected)

PC550

8 DTMF attempts on the 1st tel number

PC560

8 DTMF attempts on 1st tel number
8 DTMF attempts on 2nd tel number

PC1000/1050 (THIS PANEL ONLY DIALS IN PULSE)

8 PULSE attempts on 1st tel number

PC1550/2525/2550/3000

2 DTMF/6 PULSE attempts on 1st tel number
2 DTMF/6 PULSE attempts on 2nd tel number

PC4000/4010/4020

2 DTMF/8 PULSE attempts on 1st tel number
2 DTMF/8 PULSE attempts on 2nd tel number

DC1664

10 attempts in PULSE on 1st tel number
10 attempts in PULSE on 5th tel number

(If PULSE instead of DTMF dialling is selected, then all attempts are always in PULSE dialling, on all systems.)

their designated codes. (A '0' in any contact ID code causes false checksums and invalid reports).

10. The desired dialler directions have not been correctly programmed (the DC 1664 does not transmit opens/closes as default).

11. Communication has been disabled in programming options - commit hari-kari or bang head against brick wall.

NOTE: An incredible amount of time is wasted, investigating communication problems by not having the correct tools such as: a handset or butt, a DTS-1 and a proper telephone termination tool.