



CALIFORNIA SAFETY COMPANY

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www.californiasafety.com

PO Box 990956, Redding, CA. 96099

ALARM SIGNAL TRANSMISSION—ARE YOUR SIGNALS REACHING THE CENTRAL STATION?

VOIP AND TELEPHONE LINE SERVICE:

There is a potential problem with new types of telephone services that may have an impact on your alarm system. Commonly referred to as “VoIP (Voice over Internet Protocol) and “digital telephone service”, these new telephone options are rapidly growing in popularity. These technologies allow you to make telephone calls via a broadband connection instead of using a traditional analog line or “POTS” line (Plain Old Telephone Service). With VoIP service, or with digital telephone services offered by your cable provider, your alarm system may be unable to consistently and reliably send alarm signals to the central station. Your alarm system may lose its connection to the telephone service rendering the alarm system unable to send signals to the central station. Your alarm signals may get scrambled as they are sent to the central station. In addition to your alarm system’s battery back-up equipment, VoIP and digital telephone services may require additional battery back-up to maintain communications in the event of a power failure, contact your telephone service provider as it may require additional equipment to be purchased from them.

Either way, there is a significant risk that your alarm system will not be able to communicate an emergency signal to the central monitoring station with VoIP or digital telephone service transmission. Please notify California Safety Company before making any changes to the existing telephone service. If you have already switched to VoIP or digital telephone service, it is extremely important that you contact us immediately. A service call may be needed to test your alarm system to determine that it is transmitting properly. ALTHOUGH, A POSITIVE OUTCOME AT THE TIME OF THE SERVICE CALL DOES NOT MEAN THAT SIGNALS WILL ALWAYS TRANSMIT SUCCESSFULLY. There may be a charge associated with this service call.

Alternative burglar and fire alarm transmission methods are available and recommended, such as cellular transmission, which relies on the cellular band network and is not affected by VoIP/digital telephone service problems as listed above. Cellular communicators are available for a nominal installation charge and a low monthly fee and are highly recommended. Cellular communicators are also recommended as a backup to your analog or “POTS” telephone line service, in case the telephone lines are cut or telephone service is down or disconnected. Please contact California Safety Company today at (530) 243-2521 or P.O. Box 990956, Redding, CA 96099, if you have any questions regarding your alarm system's telephone lines, VoIP or digital telephone services.

