ALARM & SECURITY SYSTEM PHONE LINE CHECKLIST

Does your phone line setup meet safety, reliability, and compliance standards for alarm systems and security panels? Let this checklist be your guide.

Reliability & Uptime

- [ ] Is the line designed for continuous 24/7 operation?
- [ ] Does it include failover or backup options (e.g., cellular, secondary internet)?
- [ ] Are service interruptions rare or well-documented with historical uptime data?

Technology Type

- [ ] Does the chosen technology meet your system's technical requirements?
- [ ] Are there limitations to alarm use based on the connection type?

Compliance

- [ ] Does the line meet applicable local fire, building, or insurance codes?
- [ ] Is UL 864 or NFPA 72 compliance required for your system?

Power Continuity

- [ ] Will the phone line stay active during a power outage?
- [ ] Is a battery backup included, or does it support external backup power?
- [ ] Can the alarm system continue to communicate without electricity?

Compatibility

- [ ] Is the solution compatible with your specific alarm/security system?
- [ ] Does it support the required signaling method (e.g., DTMF tones, Contact ID)?
- [ ] Has it been tested or approved by your monitoring service provider?

Installation & Support

- [ ] Is installation straightforward or handled by a professional?
- [ ] Is ongoing technical support available, especially for emergencies?
- [ ] Do support staff understand alarm system communication requirements?

Use Case Fit

- [ ] Can the same line be used for additional needs (e.g., fax, fire panel, elevator)?
- [ ] Is scalability an option if your security needs grow?
- [ ] Does the solution work across all your business locations, if applicable?