

Phone Lines & ADSL

Every week I seem to have a dialler issue that is in some way related to ADSL or ADSL2.

The two most typical faults generated by ADSL on the line are: -

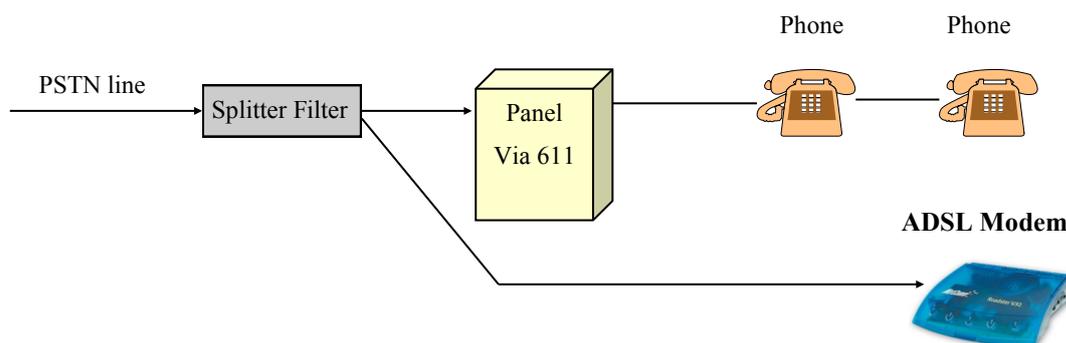
A/ The panel multi reporting events ie reporting 6 opens or closes etc, this is often intermittent

B/ The panel thinking it has reported all events, but in the central station all they get are data errors, or bad data.

Both of these faults are caused by the panel being 'tricked' into thinking it is hearing either a valid handshake, a valid acknowledgment or both, when all it is hearing is the noise generated by the ADSL on the line. These faults even occasionally occur when there is no ADSL on the panel's actual line, but there is cross talk from another service, maybe the neighbour's ADSL connection. Typically, you cannot hear this interference, as its frequency is much higher than the human ear is capable of hearing.

All of the above can be fixed with the **CORRECT** installation of an ADSL **splitter filter**.

An ADSL splitter filter basically splits the incoming PSTN service two ways - ADSL (data) which goes *directly* to the ADSL modem and voice. The voice connection must go first to the panel, and then to the other voice devices (phones) in the premises. These other devices **MUST** still be connected in mode 3 to ensure correct operation of the alarm dialler.



As you can see from the above diagram the ADSL modem **MUST** go back directly to the central splitter filter. If the modem is not at the customers first socket then it must be connected to a spare pair, and joined through behind the other socket(s).

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