



# Care@Home™

Direct Voice Signaling

Technical Note

ESUGSC170

Version 1.0

February 2020

## Overview

The CP (ES6502HC PSTN) is an advanced control panel that supports multiple communication protocols:

- Contact ID (CID DC-05)
- Security Industry Association (SIA DC-03)
- Voice Signaling (VS) - used when the PSTN network is unable to use SIA and CID

Direct Voice Signaling (DVS) is the use of VS as the default communication protocol. Use DVS when you know that the PSTN network has poor line quality.

To use DVS:

1. [Configure DVS in CMS](#)
2. [Enable DVS on the control panel](#)



**NOTE:** This technical note refers to Care@Home PERS PSTN 2.4.

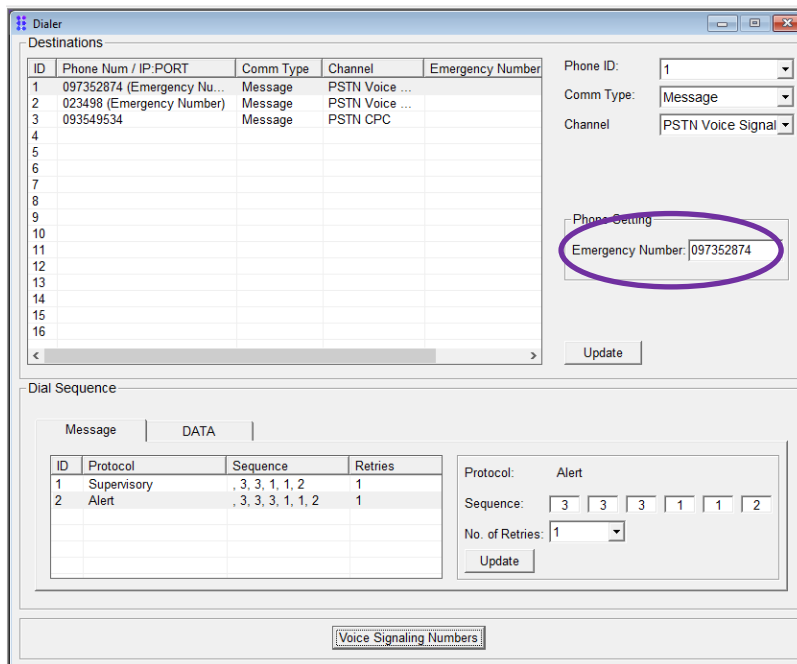
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## Configuring DVS in CMS

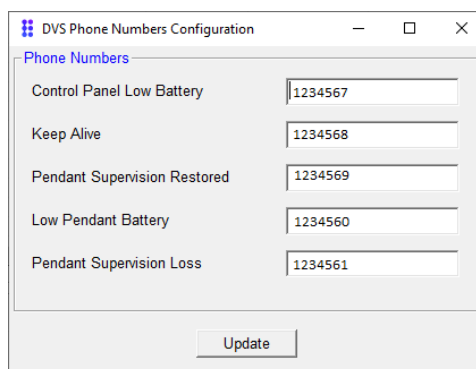
Using DVS requires the one-time entry of message specific phone numbers in CMS. The phone numbers are supplied by your service provider.

To configure DVS:

1. From the CSM main menu, click **Dialer**. The **Dialer** screen appears.
2. Ensure that the provided phone number appears in **Emergency Number**.



3. Click **Update**.
4. Click **Voice Signaling Numbers**. The **DVS Phone Numbers Configuration** window appears.
5. Enter the provided phone numbers for each message type.



6. Click **Update**. The window closes.

## Enabling and Disabling DVS on the Control Panel

Enable DVS when the PSTN network has poor line quality. Disable DVS when the PSTN network reliably supports all protocols.

To enable DVS, press **EMERGENCY CALL** and **RESET** for two seconds. The control panel announces, "Signaling mode on". Messages are sent using the VS protocol.

To disable DVS, press **EMERGENCY CALL** and **RESET** for two seconds. The control panel announces, "Signaling mode off". Messages are sent using the protocols specified in the dialing plan.



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For more information, please contact:      Essence SmartCare Ltd.  
12 Abba Eban Avenue,  
Ackerstein Towers Bldg. D  
Herzliya Pituach, 4612001 Israel  
[www.essence-grp.com](http://www.essence-grp.com)  
Tel:                    +972-73-2447777  
Fax:                    +972-9-7729962