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Fact sheet for alarm systems

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The world of IP technology also has a number of solutions for alarm systems. Take steps today to ensure that your system will run safely over IP in future.

From 2018, complete switch of landline-based telephony to IP region by region

With All IP, Swisscom is providing the technical basis for the digitisation of Switzerland as a business location and thus for our customers to remain competitive. Thanks to All IP, they are always connected to all their services and data on all their devices. Almost three-quarters of all customers have already switched to IP and benefit from the advantages. By the end of 2017, nearly all of Swisscom's residential customers and most business customers in Switzerland had switched to All IP. Since the start of 2018, the first municipalities and larger regions have been switching over to All IP so that the decommissioning of the old network infrastructure can proceed. The affected regions benefit from the latest communication options.

IP potential in future

Technological advancements never stand still. That is why the switch to IP telephony is an important driver for new innovations. Today there are already many companies that provide security solutions that allow their customers to integrate their smartphones, automatically assess video streams and perform biometric identity scans when an alarm is triggered. Technologies which were only available to major organisations in the past are becoming increasingly affordable and available to smaller companies and private households.

Which alarm systems are affected?

The only alarm systems affected by the switch are ones that currently transmit alarm signals via traditional landline-based data transfer (analogue or ISDN). There are a number of systems that are not affected because they only use mobile networks for data transfer, or else they have already been switched over to IP. There are also systems that only transmit alarms locally, either by emitting a warning sound or flashing light. These systems will also continue to function smoothly after the switch from the landline network to IP technology. With IP systems, the user must take into account any interruptions in the Internet connection during the transition.

Special treatment of mandatory systems (TUS telecommunications and security)

Mandatory systems are subject to stricter norms and may only be converted by the relevant contractor. A dual transmission via IP and mobile network is required for mandatory systems. TUS will inform all affected customers directly and will provide support for the conversion to IP.



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Procedures for alarm systems that transmit data via traditional landline networks

If your alarm system uses the traditional landline network to transmit data, you have the following options:

1. **Dual transmission via landline IP/mobile network:** Dual solutions offer the most security because they transmit signals primarily via IP and secondarily using mobile networks. This is considered the most secure method of transfer and is actually more secure than traditional transfer via landline networks. For mandatory systems, this is the only permitted form of transmission.
2. **Transmission via mobile network:** In many cases, simple transmission via mobile network meets all system requirements. Many systems have already been equipped with this alternative form of transmission and can be easily commissioned. Swisscom will only support 2G mobile technology (GSM, GPRS, EDGE, CSD) until the end of 2020.
3. **Transmission via landline IP:** In many cases, simple transmission via landline IP meets all system requirements. It is relatively easy to switch most systems over to this form of transmission.
4. **Analogue IP converter:** Various alarm system providers also use converters that digitise analogue signals and are then connected to the router like an IP device.
5. **Modem over VoIP:** Tests done with manufacturers have shown that a number of modems can also successfully transmit signals via the analogue interface of the router. In the future, a number of alarm receiving centres will no longer receive analogue signals. This must be discussed with the relevant provider.

Ask your contractor or supplier which option is right for you. They will be able to advise you according to your requirements and find the perfect solution. Inform your central monitoring station in good time regarding Swisscom's switching schedule in order to avoid false alarms during the IP connection downtime.

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Emergency power supply for the system and transmission

If you would also like to ensure transmission even in the event of a power outage, we recommend a two-way solution, as is stipulated for mandatory systems.

What should the owner of an alarm system do?

Owners of alarm systems should discuss the switch ahead of time with their contractors/suppliers. We generally recommend that they switch their alarm systems before the telephony network is switched. If in doubt, you can contact an additional contractor for a second opinion and compare which of the two offers best suits your needs. Take action now so that you will be adequately prepared for the future.

Further information

You will find continually updated information on www.swisscom.ch/ip. You can also ask questions and find answers in the Swisscom Support Community ([Link](#)).