



GS3060 FAQ

For Installers

Q. I am a new dealer, how do I get started?

A. Contact your monitoring station for details.

Q. Where do I get the following information required for setting up my profile?

- A.
- IP address: your monitoring station
 - Port number: your monitoring station
 - Installer ID number: your monitoring station
 - Profile number: your monitoring station
 - DNIS number: your monitoring station

Q. What is DNIS and where do I get that number?

A. DNIS means Dialer Number Identification Service. Your monitoring station may assign one to you so that they can adequately manage your accounts, if not, enter [0000] in the profile.

Q. If I already have a SKYROUTE profile do I need to setup another one?

A. Yes. To cancel your existing SKYROUTE account you will have to make a request to CONNECT 24.

Q. What are the six steps of GS3060 enrollment? (For non-ADT installations.)

- A.
1. Activate your SIM card with CONNECT 24: see Quick-Start Guide or installation manual
 2. Initialize the GS3060 with CONNECT 24: see Quick-Start Guide or installation manual

Important: Steps 1 and 2 need to be completed 24 hours prior to installation and BEFORE POWERING UP the unit.

3. Determine the best location for signal strength
4. Connect the GS3060 to the control panel
5. Program the control panel to use Contact ID format
6. Test the GS3060

Q. Why does the GS3060 need to be powered down for Steps 1 and 2?

A. Every time the GS3060 is powered up, it sends a request to program. If the unit is powered up before being programmed it will need to be restarted once programming is complete.

Q. Do I need to purchase a battery or transformer to power this unit?

A. No. The unit includes a battery and can be powered directly from the host panel.

Q. What are the options I can program in the VRU?

A. Primary or backup alarm communications and test transmission intervals (none, daily, weekly and monthly).

Q. Can I change the defaults for the input and outputs?

A. No.

Q. What do I do if I want to change some options at a later date?

A. You would have to contact CONNECT 24 to make the required changes.

Q. Can I use my own SIM card?

A. No. CONNECT 24 has negotiated very attractive rate plans. As a result of this program, you must use specific SIM cards for this product.

Q. Where do I find the SIM card number?

A. It's the 19 or 20 digit number that starts with 8, located on the product box, on the bottom of the cabinets and on the SIM card.

Q. What approvals does the GS3060 have?

A. UL residential fire and burglary, ULC residential fire and burglary, ULC commercial burglary and fire as backup to DACT.

Q. What is the standby time on the battery?

A. 24 hours.

Q. How can I test the GS3060 after I install it?

- A. There are several ways to test:
- In backup mode, disconnect the PSTN line from the panel. This should activate output 1 (PSTN line trouble). Then cause a communication to occur on the panel. The yellow LED will turn on to indicate it is in GSM mode.
 - Listen in at TIP and RING of the panel for dialing and kiss-off.
 - Or prearrange to have this account on test and ask the monitoring station what was received from this account.
 - You can also trigger an input by shorting any zone on the GS3060 to ground. This will also send a communication directly from the GS3060.

Q. Are extension antenna kits available?

- A. Yes. The following antenna kits are available: 15' indoor, 25' outdoor and 50' outdoor.

Q. Can I use my old SKYROUTE antenna extension?

- A. No. Antennas are designed and tested for specific radio frequencies.

Q. Can I make my own antenna extension?

- A. No. Cellular carriers require antennas to be submitted for approval along with the devices to ensure compatibility with their networks.

Q. I have a panel that does not support Contact ID, what can I do?

- A. You can configure that panel to trigger one of the four zone inputs on the GS3060. They are defaulted for fire, panic, burglary and system trouble.

Q. Can I use my GS3060 if the end-user has VoIP?

- A. Yes. As a primary or back-up communicator.

Q. Can the GS3060 work on the voice GSM channel and on the data GPRS channel?

- A. No. The GS3060 only works on the GPRS data channel.

Q. Does the GS3060 connect to the KEYBUS of a PowerSeries panel or to the COMBUS of a MAXSYS panel?

- A. No. The GS3060 will not connect to data buses on panels. Instead, it connects to the TIP, RING and auxiliary power terminals of the host panel.

Q. Can the GS3060 SIM card be removed when the power**is ON?**

- A. No. The SIM card should not be removed while the unit is powered up.

Q. How do I configure the GS3060 so that any trouble can be seen or heard on the host panel keypad?

- A. The GS3060 has four outputs that trigger on internal faults. Simply connect an output to any input programmed for 24 hour supervisory. If a trouble were to occur, it would trip the zone and sound the keypad buzzer.

Q. If I want to connect a door contact to the GS3060, do I require a 5.6 K resistor across every Z and COM?

- A. No. The inputs on the GS3060 are normally closed.

Q. What connections are needed for a proper signal strength test?

- A. To check GS3060 signal strength, you need the battery, antenna, and SIM card to be properly connected.

Q. What is the PTM feature?

- A. PTM is a feature that allows the GS3060 to better monitor the transmission from the panel. If the GS3060 detects four dialing attempts, within 12 minutes and no kiss-off is detected, on the fifth attempt the GS3060 will provide an alternative path for the panel. (Refer to the installation manual for full details.)

Q. How do I prevent the GS3060 from including a normal phone call on the same line as an attempt from the alarm panel?

- A. You can program up to four monitoring station receiver phone numbers into the GS3060. When these numbers are programmed, the GS3060 will only look for a kiss-off from calls made to those numbers. You can program the first phone number through the VRU.

Q. Who do I call if I have product or service trouble?

- A. For account setup, contact your monitoring station; for VRU issues, please contact CONNECT 24 at 1-888-251-7458 (USA) or 1-888-955-5583 (Canada).

If you are setup and programmed but cannot get the radio to operate, please call DSC tech support at 1-800-387-3630.

DSC

For product information
www.dsc.com

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