

**Shaw) Business**

**SMARTVOICE EMERGENCY LINE**

**(Fire Alarm, Elevator & Security Systems)**

**PHONE GUIDE**

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## DEFINITIONS

The ULC (Underwriters Laboratories of Canada) has approved the use of MFVN digital telephone services for connection of digital dialer transmitters to the PSTN.

**MFVN Definition: Managed Facilities-Based Voice Network, A physical facilities-based network capable of transmitting real time signals with formats unchanged that is managed, operated and maintained by the service provider to ensure service quality and reliability from the subscriber location to the public switched telephone network (PSTN) interconnection points or other MFVN peer networks.**

**PSTN Definition: Public Switched Telephone network (PSTN). An assembly of communications equipment and telephone service providers that utilize and manage facilities-based voice networks (MFVN) to provide the general public with the ability to establish communication channels via discrete dialing codes.**

## PRODUCT

Shaw has recently expanded the SmartVoice product line to comply with ULC requirements (where applicable). In FTTP locations, SmartVoice Emergency Line (Which is a specific package within the SmartVoice product Line) can now be used for the following use cases:

- Elevator Lines
- Fire Alarm Panels
- Security Services

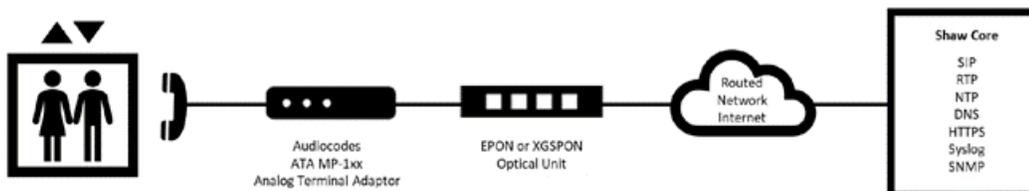
Shaw does not specify what equipment the Business Owner/Developer should use to interface with the dial tone provided by Shaw SmartVoice Emergency Line. It is the Business Owner/Developer responsibility to ensure any equipment that interfaces with SmartVoice Emergency Line and the installation practices are compliant with any regulation and standards for Elevator/Fire Alarm Panels and Security Services.

## ARCHITECTURE

### Overview

An important design goal of this product is to ensure reliable and secure service delivery through Shaw managed Internet connections.

The image below depicts the network architecture of SmartVoice delivered over FTTP (Fiber to the Premise) This solution allows the customer premise devices (Analog telephone) to connect to the Shaw network (Comprised of the core telephony equipment) which in turn allows access to the PSTN (Public switched telephone network) and enables the customer device to place and receive telephone calls.



## ELEVATOR PHONES

Building that require dial tone for elevator phones can use the SmartVoice Emergency Line product to service this use case. Shaw will provide a RJ-11 jack from the Shaw ATA at the demark location.

## FIRE ALARM PANELS

Building that require dial tone for fire alarm Panels can use the SmartVoice Emergency Line product to service this use case. Shaw will provide a RJ-11 jack from the Shaw ATA at the demark location.

## SECURITY SYSTEMS

Building that require dial tone for Security Services can use the SmartVoice Emergency Line product to service this use case. Shaw will provide a RJ-11 jack from the Shaw ATA at the demark location.

## UPS SYSTEM REQUIREMENTS

Shaw will provide the Telephone equipment required for the dial tone service. It is the Business Owner/Developer responsibility to provide a UPS system that provides sufficient battery backup for the service to operate during a power outage. The UPS system must be in an area that is easily accessible and must be connected to all components of the service (Including but not limited to the Shaw provided FTTP Modem, Gateway and ATA) as well as the customer provided equipment that interfaces with the service.

Below details are intended to assist the Business Owner/developer in sizing the appropriate UPS system:

- Shaw equipment requires a 120 VAC receptacle(s) on the UPS. The owner/developer shall provide a receptacle near the demarc location for the UPS, connected to a maintained power panel (generator backed circuit, if available) in the building.
- Shaw equipment will consume a maximum power of 80 Watts

When Business Voice lines are connected for Fire Alarm and/or Security system monitoring, the current guideline is a requirement for 24 hours of battery backup.

It is the responsibility of the owner/developer to supply and maintain the UPS systems, such as replacement of UPS batteries and maintenance. **Failure to do so may result in the service not being available.**

## CERTIFICATION BULLETIN 2017-02



See [Certification Bulletin 2017-02A\(ENG\)-ULS-S559](#) – managed Facilities-Based Voice Network (MFVN) Services.