

PROPERTY CHECKLIST

Copper Lines Under Your Gates, Doors, and Alarms

Gate call boxes • Door entry • Elevator emergency phones • Fire alarm panels

Many gate call boxes, door entry panels, elevator emergency phones, and fire alarm panels still connect over traditional copper phone lines (POTS). Carriers are retiring copper in many areas and repricing the lines that remain. When one of these lines fails, the equipment usually looks “broken,” and the equipment vendor, the monitoring company, and the phone carrier can each point at someone else. This checklist helps you find those lines and ask the right questions before something stops working.

Want help filling this out? We'll walk your property with you and complete this checklist together, by appointment.

[Book a 30-minute Discovery Meeting.](#)

Property: _____ Completed by: _____ Date: _____

1 Walk the property: list every device that dials out

For each property, write down every item below that you have:

- | | | | |
|---|-----------------|---|-----------------|
| ☐ Gate call box / telephone entry system | How many: _____ | ☐ Fire alarm control panel communicator (often uses two phone lines) | How many: _____ |
| ☐ Door entry or intercom panel (lobby, clubhouse, amenity, building entrances) | How many: _____ | ☐ Burglar / intrusion alarm panel | How many: _____ |
| ☐ Access control panel that reports or is managed over a phone line | How many: _____ | ☐ Pool, amenity, or parking-area emergency phones | How many: _____ |
| ☐ Elevator emergency phone (one per cab) | How many: _____ | ☐ Fax lines, modems, or old leasing-office lines nobody can explain | How many: _____ |

For each device, record: location, phone number (if known), who services the equipment, who monitors it, and which carrier bills the line. (Use the table in section 4.)

2 Match devices to the phone bill

- ☐ Pull the latest phone bills for each property and list every analog / business line.
- ☐ Match each line to a device from step 1. Flag any line you can't match.
- ☐ Note the monthly cost per line and any contract end dates.
- ☐ Ask the carrier whether any of these lines have a retirement, discontinuance, or price-change notice.

3 Questions for each vendor

Gate / door entry vendor

- ☐ How does this call box or entry panel connect today: copper line, cellular, or internet?
- ☐ Can it work with a cellular or POTS-replacement device? Do you support that setup?
- ☐ If the line fails, how do residents and visitors get in, and who do we call first?

Notes: _____

Elevator contractor

- ☐ What line does each elevator emergency phone use today?
- ☐ Does the proposed replacement meet the code requirements your inspector applies (ASME A17.1 as adopted locally), including backup power?

Notes: _____

Fire alarm vendor / monitoring company

- ☐ How does the panel send signals to the central station today, and what is the backup path?
- ☐ Is the replacement you'd recommend listed/approved for fire alarm communication and acceptable to our local fire authority (AHJ)? (Fire alarm communications are governed by NFPA 72 as adopted locally.)
- ☐ How long does the communicator keep working on battery if power goes out? Who gets notified if the panel loses its connection?

Notes: _____

Phone carrier

- ☐ Which of our lines are copper/analog, and are any scheduled for retirement or repricing?
- ☐ What are our options and timelines if a line is discontinued?

Notes: _____



4 Write down who owns what

Device	Location	Equipment vendor	Line provider	Monitoring company	Who to call first

Keep this table with the property manager and maintenance lead so the next outage starts with the right phone call.

5 Replacement options to discuss

- **Cellular / POTS-replacement devices** that carry analog signals over cellular (some use more than one carrier) with battery backup.
- **Managed voice lines** from a provider that takes over the existing lines and consolidates billing.
- **Internet-based (IP) connections** where the equipment and your local fire authority allow it.

Fire alarm and elevator lines have code requirements, so confirm any change with the equipment vendor and your local authority before cutting over.

Where FH Technology helps: As a technology advisor, FH sorts out the connectivity underneath your gates, doors, and alarm panels and points you to vetted POTS-replacement and managed-line options, so one party is tracking the lines instead of three vendors pointing at each other.

Want help filling this out?

We'll walk your property with you and complete this checklist together, by appointment: every device, every line, and who to call first. Start by booking a 30-minute Discovery Meeting.

[Book a 30-minute Discovery Meeting](#)

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Joshua Fetzer

FH Technology, Inc.

888-530-9017

sales@fhtechnologyinc.com

www.fhtechnologyinc.com