



Grandstream Networks, Inc.

GDS37xx – IP Door System

Tamper Alarm



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INTRODUCTION

GDS37xx is an audio/video door access system, an innovative IP based powerful door system. The GDS37xx was built for users looking for a strong audio/video facility access and security monitoring solution that can be deployed in environments of all sizes.

Tamper alarm is anti-hack from Hardware level. When this option is checked, if the GDS37xx is removed from the installation board, it will trigger configured alarm actions. There is an embedded mechanism on the GDS37xx that allows it to detect when it is removed.

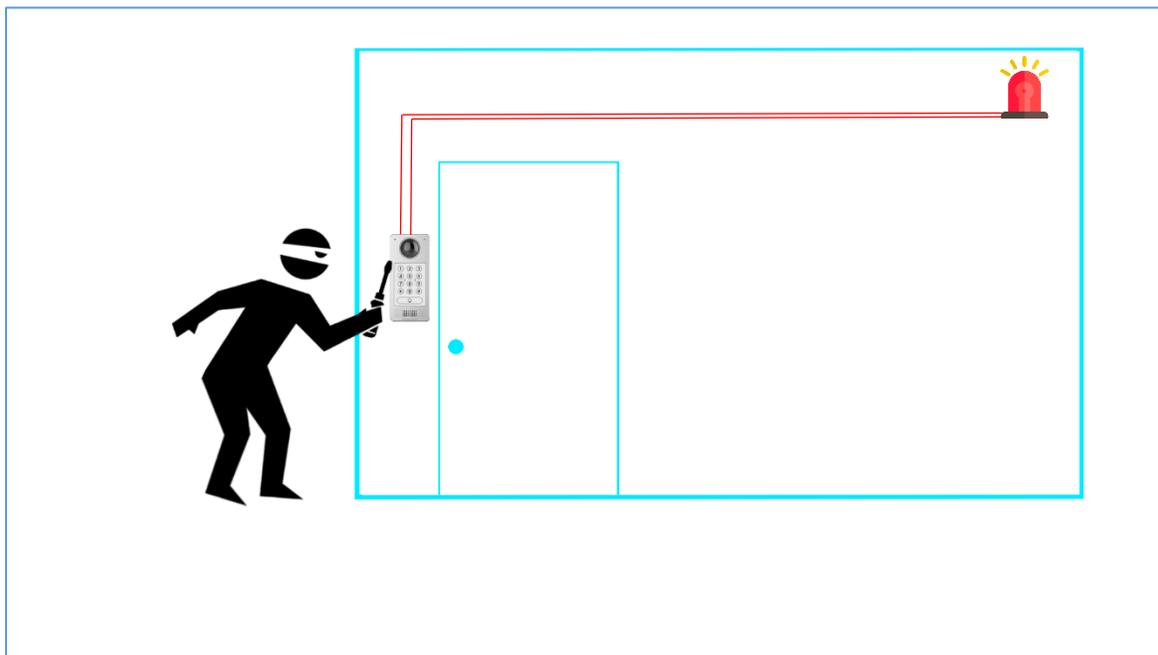


Figure 1: Tampering the GDS37xx



SUPPORTED DEVICES

The following table shows the supported products and the minimum firmware to use:

Product	Firmware
GDS3705	1.0.1.16
GDS3710	1.0.7.23

FUNCTIONALITY

In a situation where the GDS37xx is being tampered with, it can generate an alarm to notify the user.

The GDS37XX alarm that can be triggered are:

- **Upload to Alarm Center:** If selected, the GDS Manager will popup alarm window and sound alarm in the computer speaker.
- **Audio Alarm to SIP Phone:** If selected, GDS37xx will call pre-configured (video or audio) phone and will play sound alarm.
- **Send Email:** If selected, an email with snapshot will be sent to the pre-configured email destination. (on GDS3710 only)
- **Audio Alarm:** If selected, GDS37xx will play alarm audio using built-in speaker.
- **Alarm Output:** If selected, the alarm will be sent to the equipment (for example: Siren) connected to Alarm Output interface.
- **Upload Snapshot:** If selected, snapshots at the moment where the event is triggered will be sent to preconfigured destination e.g. FTP or email. (on GDS3710 only)

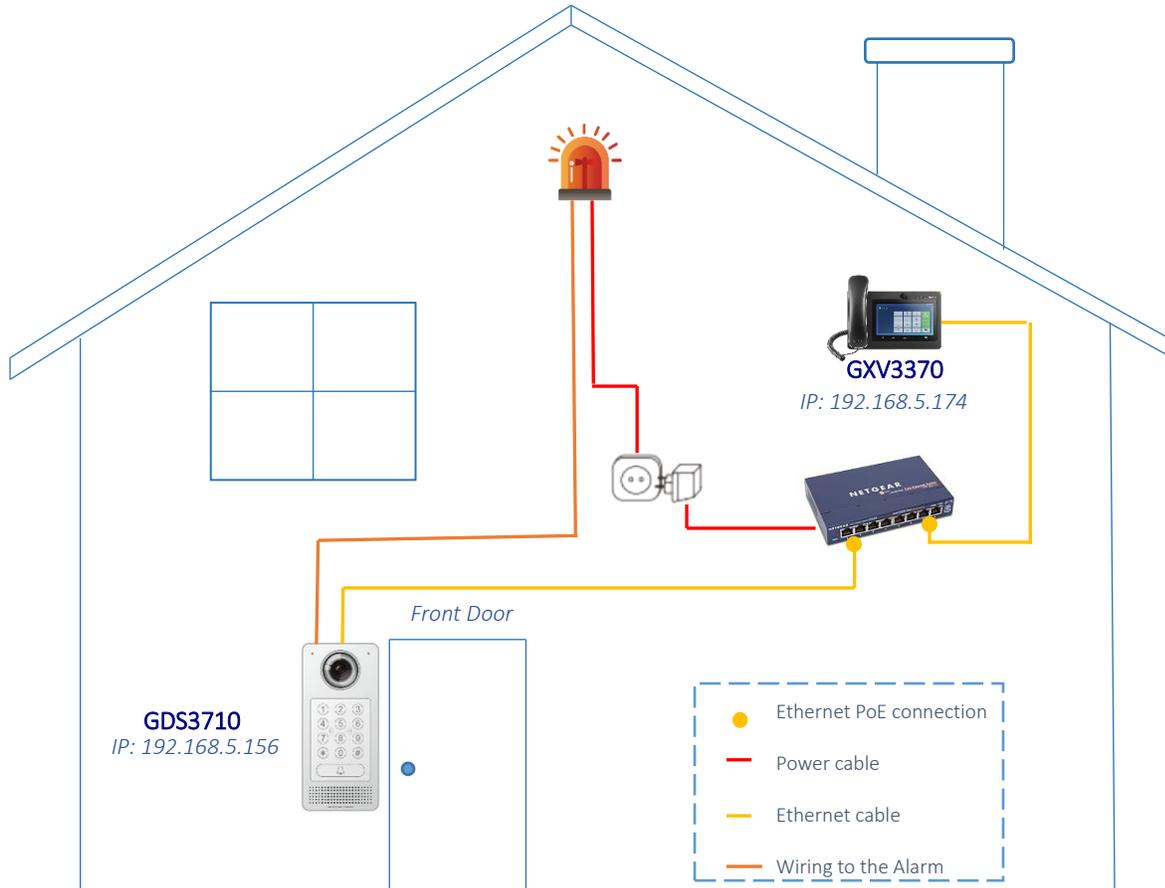


Figure 2: Alarms Options



WIRING DIAGRAM

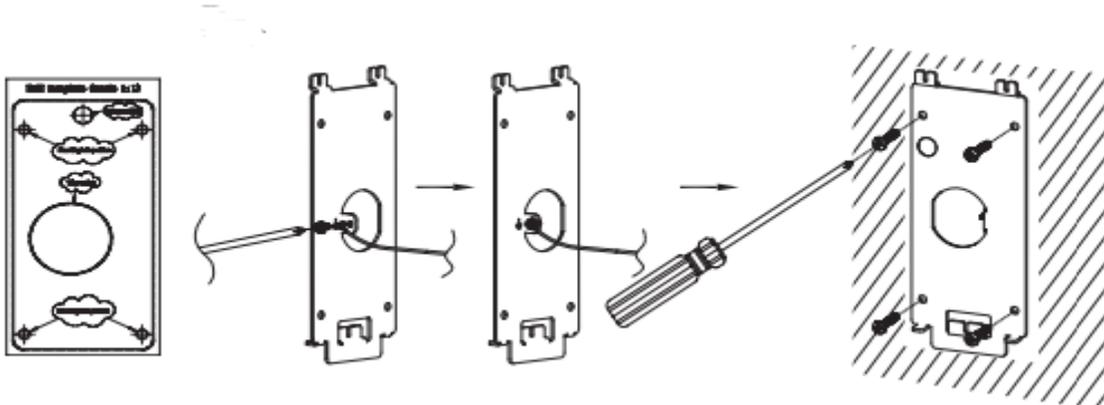
In this scenario, we assume that the GDS3710 is installed on a small warehouse at the front door and an alarm on the GXV IP phone along with a siren are set to alert in case of someone started tampering with the GDS37xx.



INSTALLATION STEPS

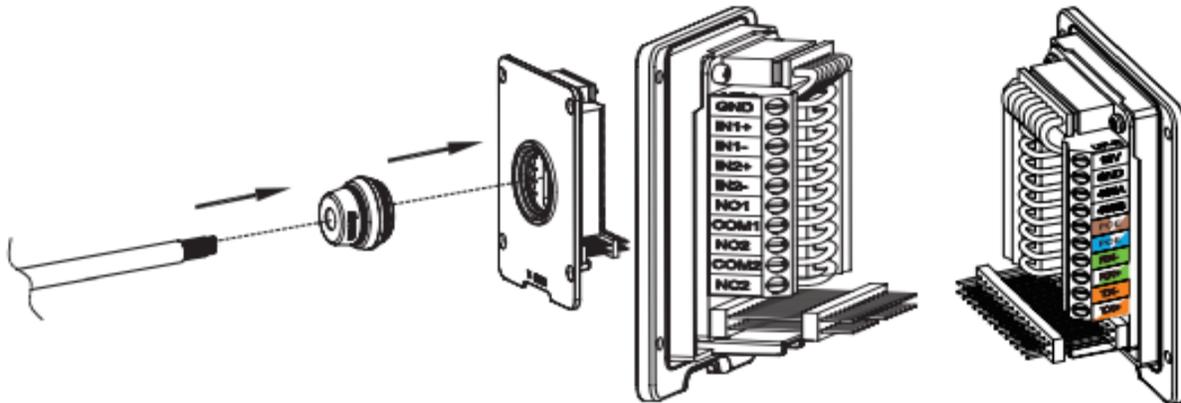
First step would be the hardware installation in order to properly use the Tamper Sensor feature.

Step 1: Refer to the “drilling template” to drill holes at targeted place on wall then mount the installation bracket using the four screws and anchors provided (screwdriver not provided). Connect and tighten “Ground” wire (if available) to the bracket ground marked with printed icon.



Step 2: Pull Cat5e or Cat6 cable (not provided) through the rubber gasket selecting the correct size and the back cover panel piece, please refer to “GDS 3710 WIRING TABLE” at the end of the QIG for Pin connections.

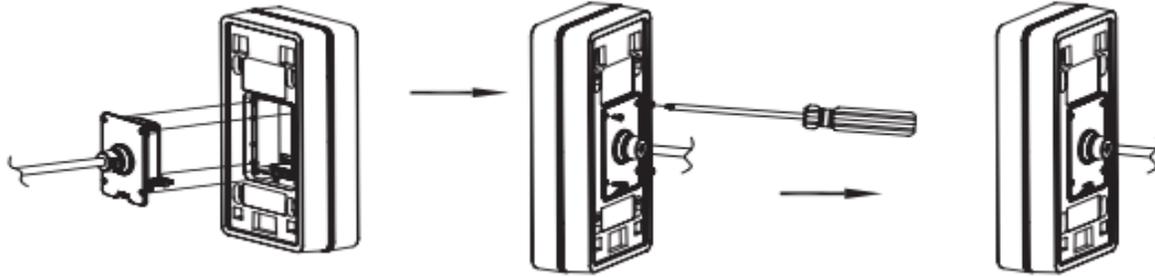
https://www.grandstream.com/hubfs/Product_Documentation/GDS3710_QIG.pdf



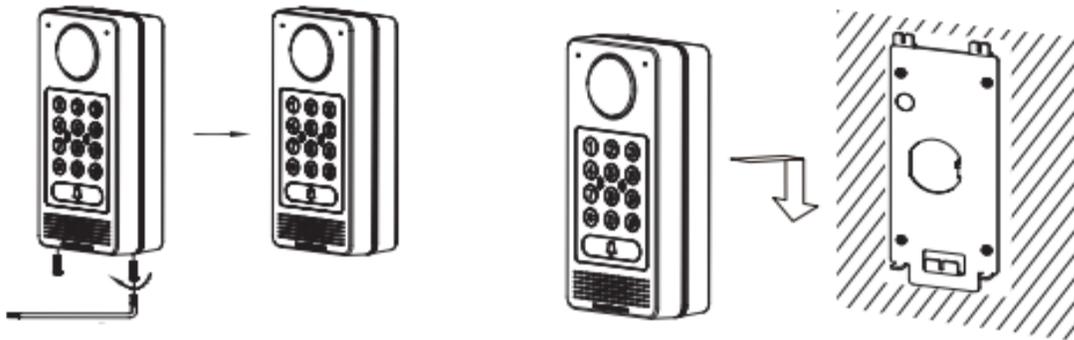
Note: Needle nose plier highly recommended and 2.5mm flat screwdriver required (not provided). Stripping outer plastic shield of the cable in less than 2 inches suggested. Do NOT leave bare metal outside the socket by over stripping the inner plastic shield of the wires.

Step 3: Make sure the “Back Cover Frame” is in place, the wired back cover panel is good. Flush the back cover panel piece with the whole back surface of device, tighten it using the screws provided.

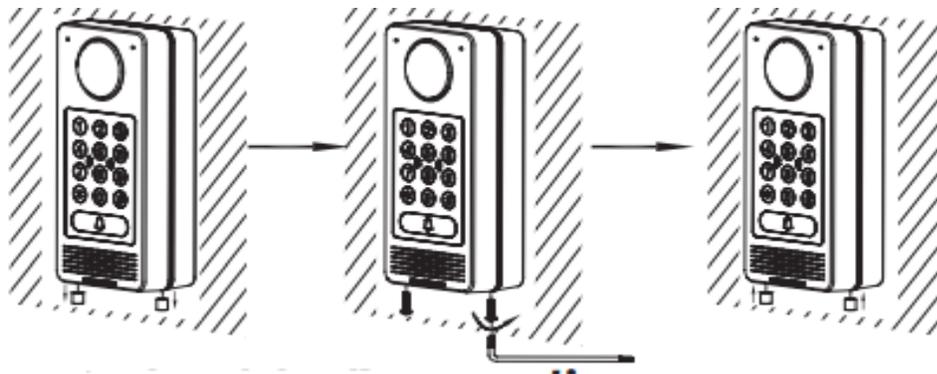




Step 4: Take out the two preinstalled **anti-tamper screws** using the **hex key** provided. Carefully align the GDS37xx to the metal bracket on wall, press and pull the GDS37xx down to the right position.



Step 5: Install the two **anti-tamper screws** back using the **hex key** provided (do NOT over tighten the screws). Cover the two screw holes on the bottom of “Back Cover Frame” piece using the two silicon plugs provided. Final check and finish the installation.



GDS37XX WEB CONFIGURATION

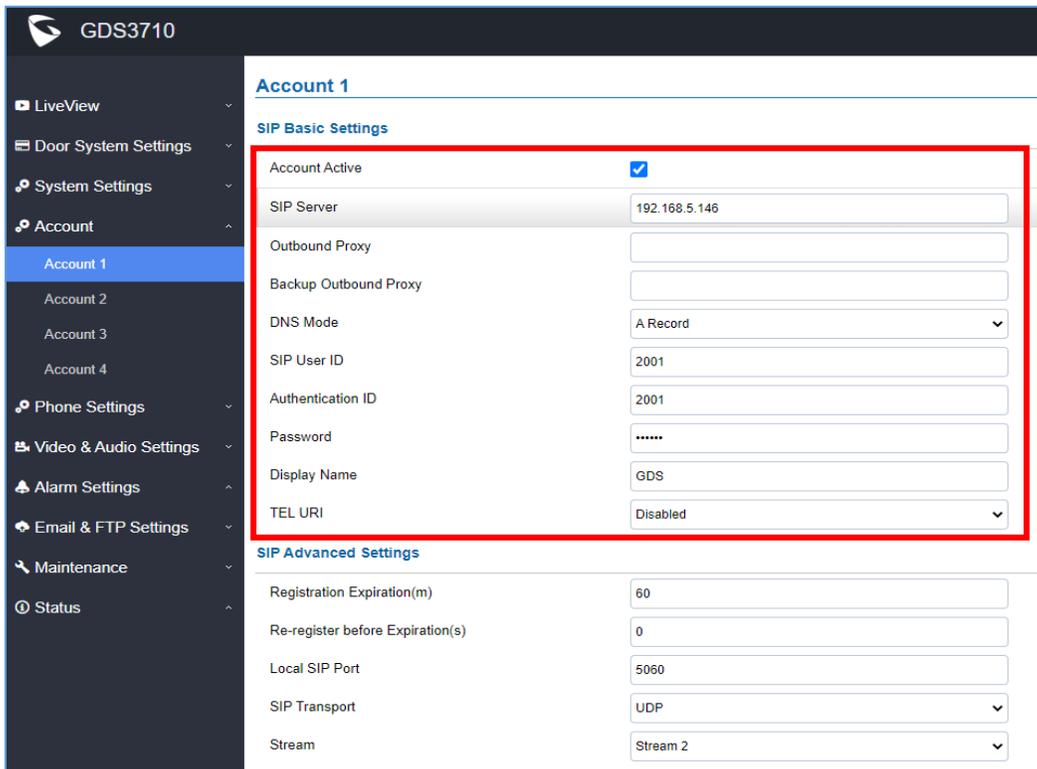
Once the hardware steps are done, then we will proceed to Web Configuration as the following example:

- Register a SIP account,
- Configure alarm action profile,
- Add the remote phone to the Alarm phone list,
- Enable the tamper alarm.

Register a SIP Account

This page allows the administrator to configure the SIP account basic and advanced settings for each SIP account:

1. Go to **Account → Account 1**
2. Click on Account Active,
3. Enter the **SIP Server**: configures the FQDN or IP of the SIP server from VoIP service provider or local IPPBX.
4. Enter the SIP extension in the **SIP user ID** field,
5. Enter the SIP extension authentication ID in the **authentication ID** field,
6. Enter the SIP extension password in the **password** field,
7. Save the settings.



SIP Basic Settings	
Account Active	<input checked="" type="checkbox"/>
SIP Server	192.168.5.146
Outbound Proxy	
Backup Outbound Proxy	
DNS Mode	A Record
SIP User ID	2001
Authentication ID	2001
Password
Display Name	GDS
TEL URI	Disabled

SIP Advanced Settings	
Registration Expiration(m)	60
Re-register before Expiration(s)	0
Local SIP Port	5060
SIP Transport	UDP
Stream	Stream 2

Figure 3: SIP Account Settings



When the SIP account is registered, the SIP Registration status display will be **Status** → **Account Status**

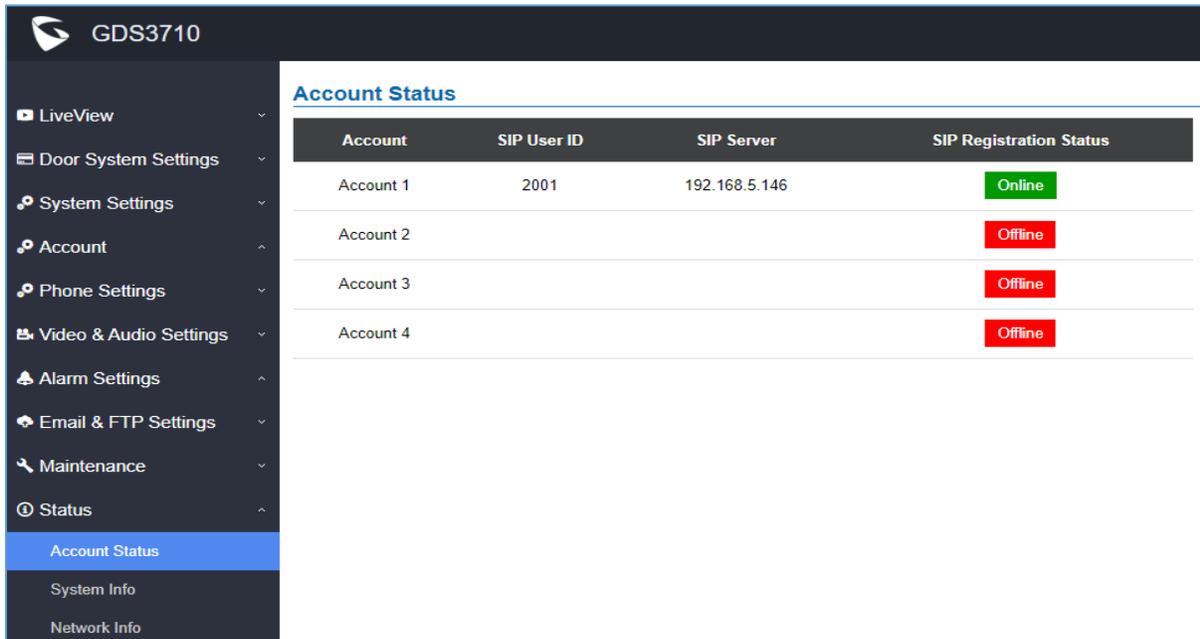


Figure 4: Account Status

Configure Alarm Action Profile

This part specifies the configuration of Profile used by the Alarm Actions. A Profile is required before the Alarm Action can take effect.

To set an alarm action profile go to **Alarm Settings** → **Alarm Action Settings**:

1. Select a profile and click on **Edit**,
2. Name the Alarm action profile,
3. Select the Action to trigger when the device detects tampering, then save.

Note: for this guide we configured Audio Alarm to SIP Phone and an Alarm Output.

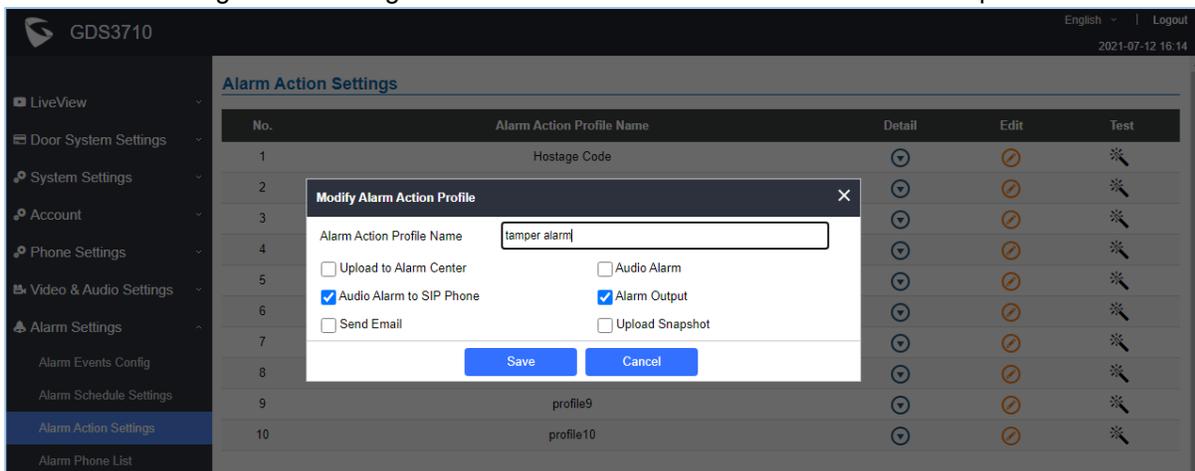


Figure 5: Alarm Action Profile



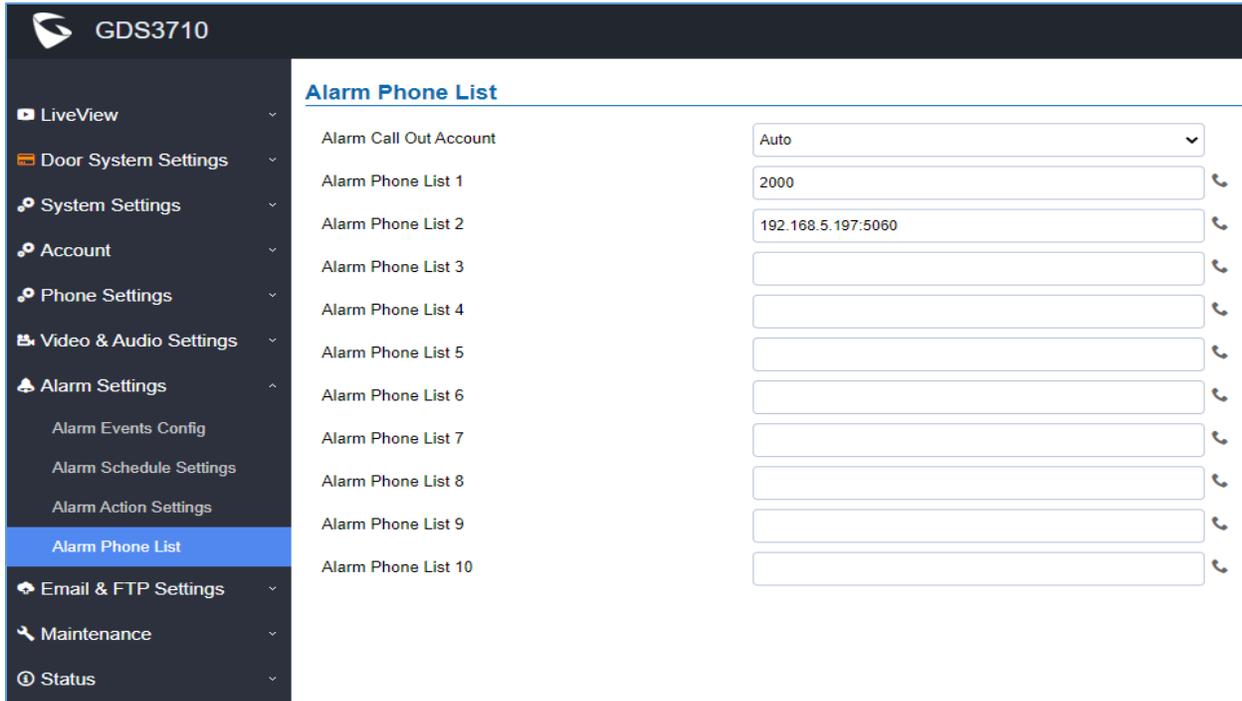
Add the Remote Phone to The Alarm Phone List

The remote SIP phone or mobile phone needs to be added into the alarm phone list. The GDS37XX support up to 10 alarm phones.

To add a phone, go to **Alarm Settings** → **Alarm Phone List**

1. **Alarm Call Out Account:** select the SIP account to be used by the GDS37XX when alarm out is triggered.
2. **Alarm Phone List x:** add or delete number from the phone alarm list. (When IP address is used then the port needs to be appended, example: 192.168.5.197:5060)

Note: Once the event is triggered, the GDS37XX will call the first number, once time out is reached and no answer is returned from the first number, the GDS37XX will try the next number on the list and so on. Once the remote phone answers the call, an alarm will be played to notify users that an event is triggered.



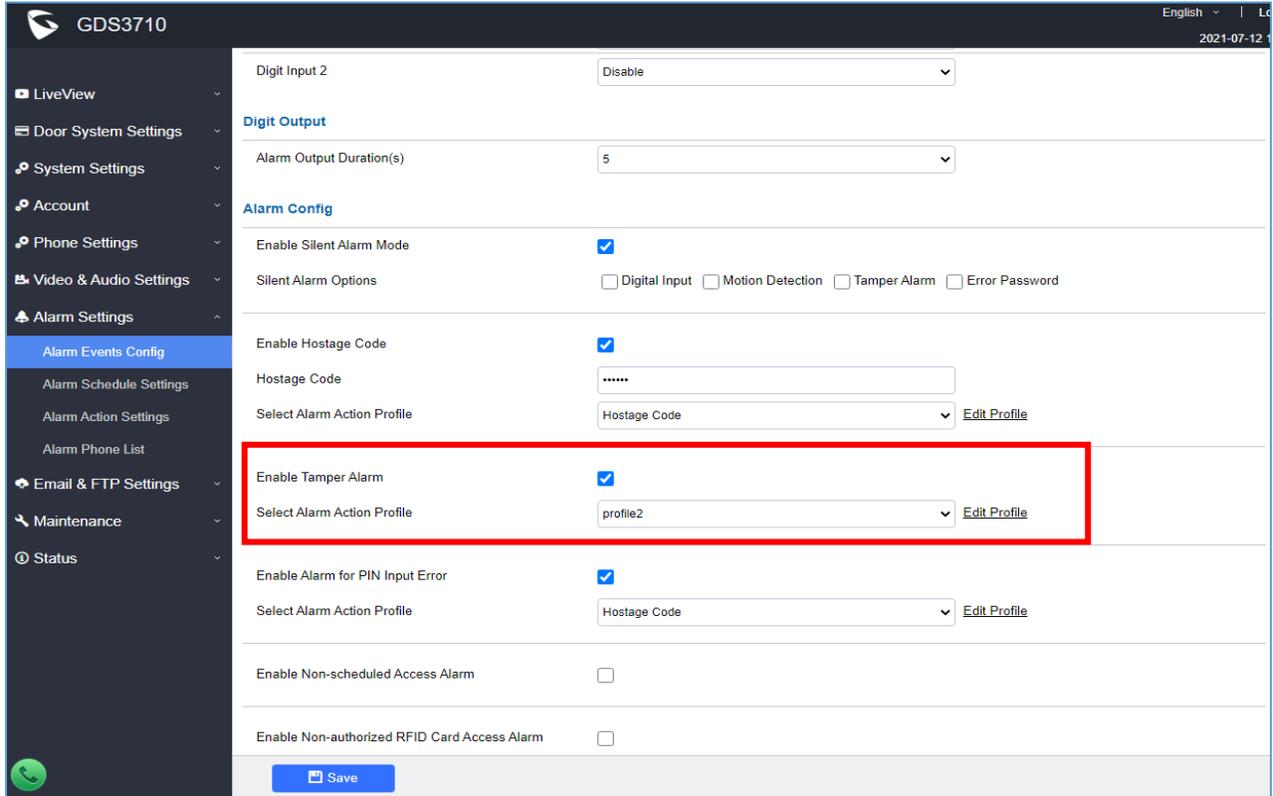
Alarm Phone List	
Alarm Call Out Account	Auto
Alarm Phone List 1	2000
Alarm Phone List 2	192.168.5.197:5060
Alarm Phone List 3	
Alarm Phone List 4	
Alarm Phone List 5	
Alarm Phone List 6	
Alarm Phone List 7	
Alarm Phone List 8	
Alarm Phone List 9	
Alarm Phone List 10	

Figure 6: Alarm Phone List



Enable Tamper Alarm

To enable the Tamper alarm feature and select the appropriate alarm action profile to use, head to **Alarm Settings** → **Alarm Events Config**, under **Alarm config** and enabling Tamper Alarm, then the configured profile must be chosen under **Select Alarm Action Profile**.



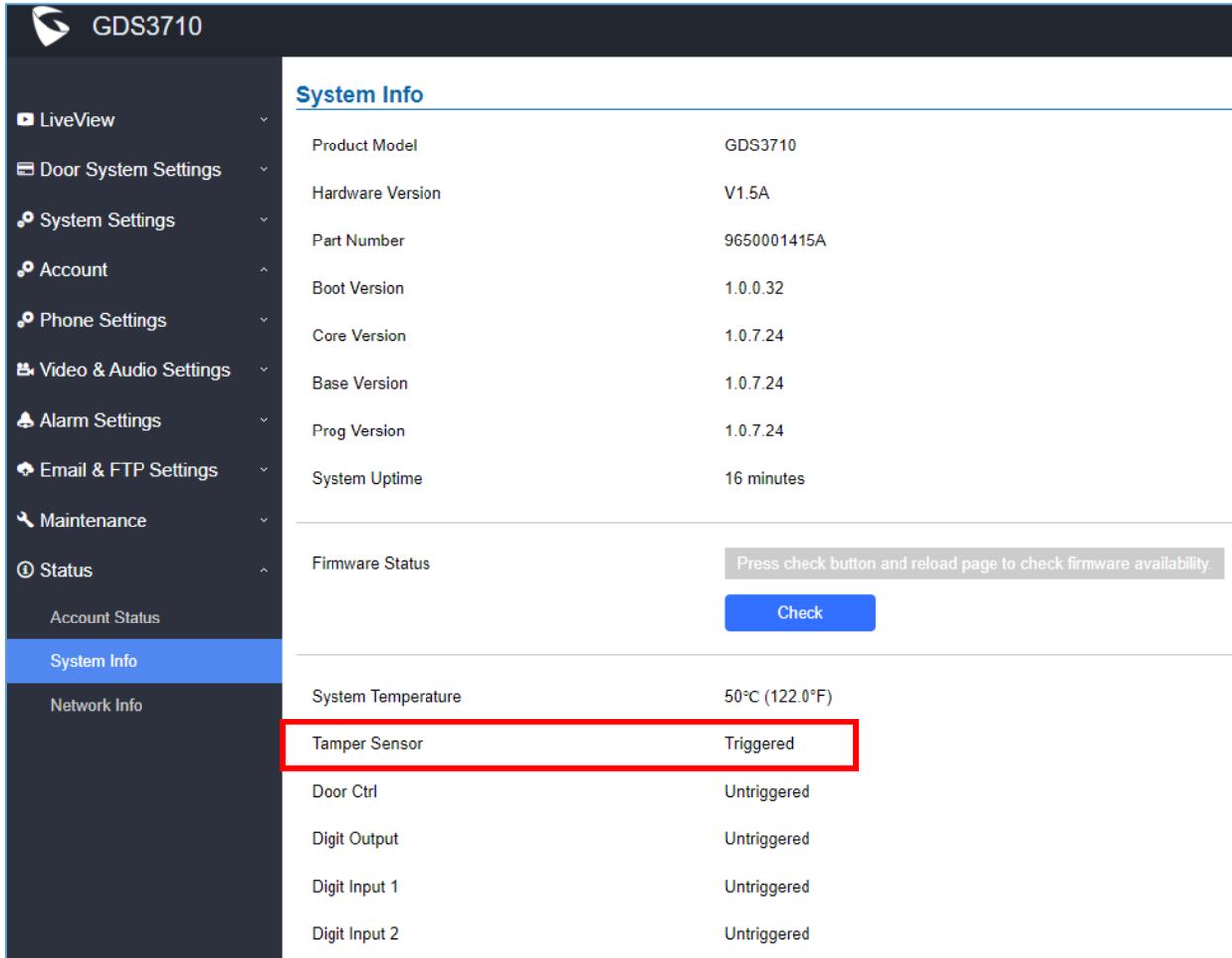
The screenshot shows the 'Alarm Events Config' page for a GDS3710 device. The left sidebar contains navigation options like LiveView, Door System Settings, System Settings, Account, Phone Settings, Video & Audio Settings, Alarm Settings, Alarm Schedule Settings, Alarm Action Settings, Alarm Phone List, Email & FTP Settings, Maintenance, and Status. The main content area is titled 'Alarm Config' and includes several sections: Digit Input 2 (set to Disable), Digit Output (Alarm Output Duration(s) set to 5), Alarm Config (with checkboxes for Enable Silent Alarm Mode, Silent Alarm Options, Enable Hostage Code, and Hostage Code), and Alarm Action Profiles. A red box highlights the 'Enable Tamper Alarm' checkbox (checked) and the 'Select Alarm Action Profile' dropdown (set to 'profile2'). Other alarm action profiles include 'Hostage Code' and 'PIN Input Error'.

Figure 7: Alarm Events Config



Tamper Alarm Test

To verify that the tamper alarm is working, try to remove the GDS37xx by tampering with the screws and the GDS37xx will show “Triggered” status on Tamper Sensor.



The screenshot shows the GDS3710 web interface. The left sidebar contains navigation options: LiveView, Door System Settings, System Settings, Account, Phone Settings, Video & Audio Settings, Alarm Settings, Email & FTP Settings, Maintenance, and Status. The main content area is titled 'System Info' and displays various system parameters. A red box highlights the 'Tamper Sensor' status, which is 'Triggered'.

System Info	
Product Model	GDS3710
Hardware Version	V1.5A
Part Number	9650001415A
Boot Version	1.0.0.32
Core Version	1.0.7.24
Base Version	1.0.7.24
Prog Version	1.0.7.24
System Uptime	16 minutes
Firmware Status	Press check button and reload page to check firmware availability. <input type="button" value="Check"/>
System Temperature	50°C (122.0°F)
Tamper Sensor	Triggered
Door Ctrl	Untriggered
Digit Output	Untriggered
Digit Input 1	Untriggered
Digit Input 2	Untriggered

Figure 8: Tamper Sensor Status