



Grandstream Networks, Inc.

GDS37xx – IP Video Door System

Hostage Code



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INTRODUCTION

GDS37XX is an audio/video door access system, an innovative IP based powerful door system. The GDS3705 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.

Hostage code on the GDS37XX is a security feature that can be used in a critical situation, for instance a kidnaping or an emergency. In such situation the user can open the door by dialing the hostage code instead of the local PIN to open door, this way the door is opened, and the configured silent alarm is triggered warning someone.

The GDS37xx provide a variety of alarms: Audio alarm, Alarm output, Audio alarm to SIP phone, Send email, Upload to alarm center, or Upload snapshot. Once the hostage code sequence is entered the GDS37XX triggers the actions for the hostage mode.



SUPPORTED DEVICES

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 an emergency or when someone is being taken hostage, the user can generate a distress alarm without being noticed while opening the door from the GDS37xx.

The GDS37XX alarms that can be triggered are:

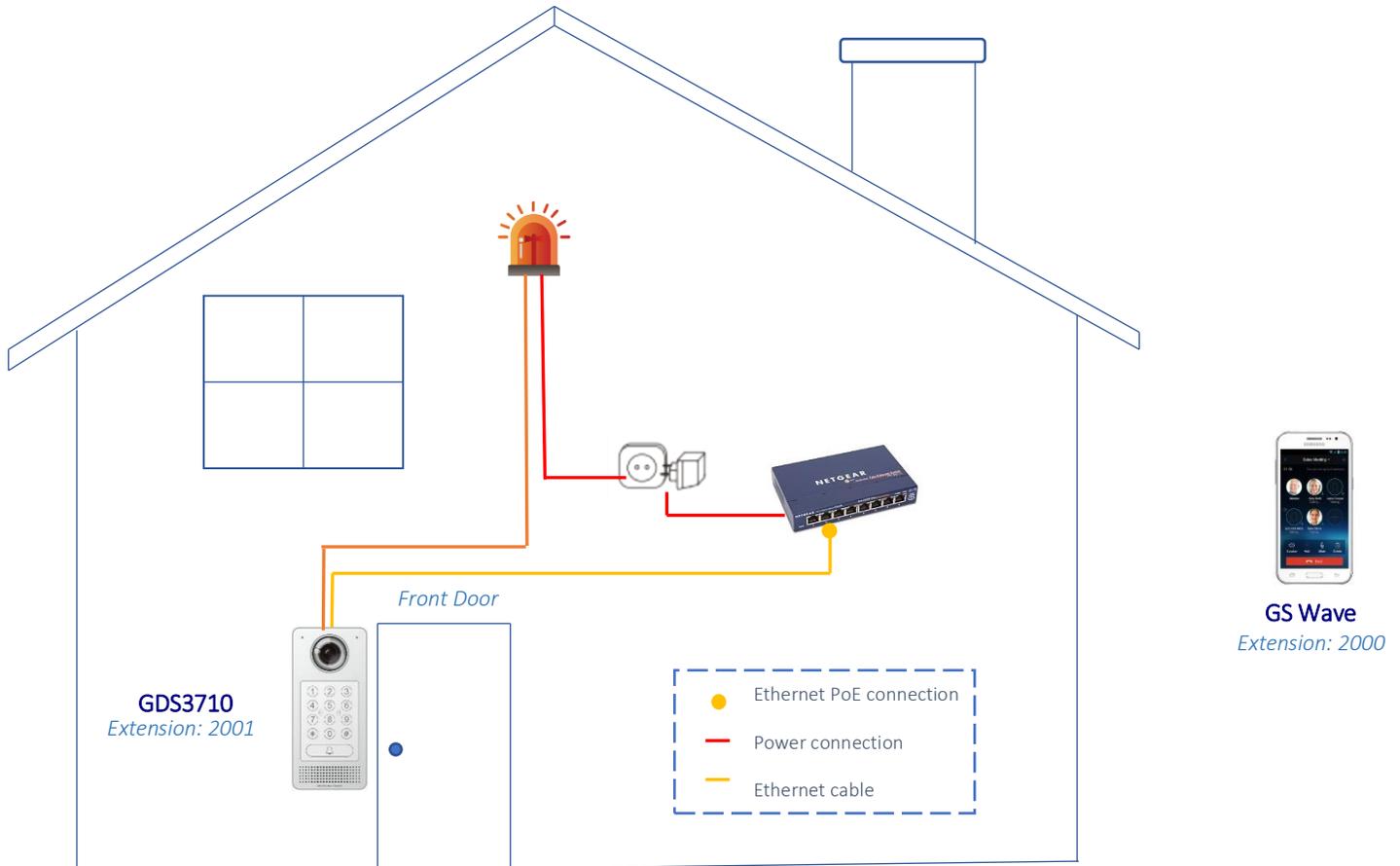
- **Upload to Alarm Center:** If selected, the GDS Manager will popup alarm window and sound alarm in the computer speaker.
- **Audio Alarm to SIP Phone:** If selected, GDS37xx will call pre-configured (video or audio) phone and will play sound alarm.
- **Send Email:** If selected, an email with snapshot will be sent to the pre-configured email destination.
- **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).



WIRING DIAGRAM

In this scenario, we assume that a GDS3710 is installed on a small warehouse at the front door and the hostage code is configured with Alarm Output and Audio Alarm to SIP Phone calling a remote extension on the GS Wave.

The user needs to enter the hostage code on the GDS3710 to open the door and trigger the alarms.



GDS37XX WEB CONFIGURATION

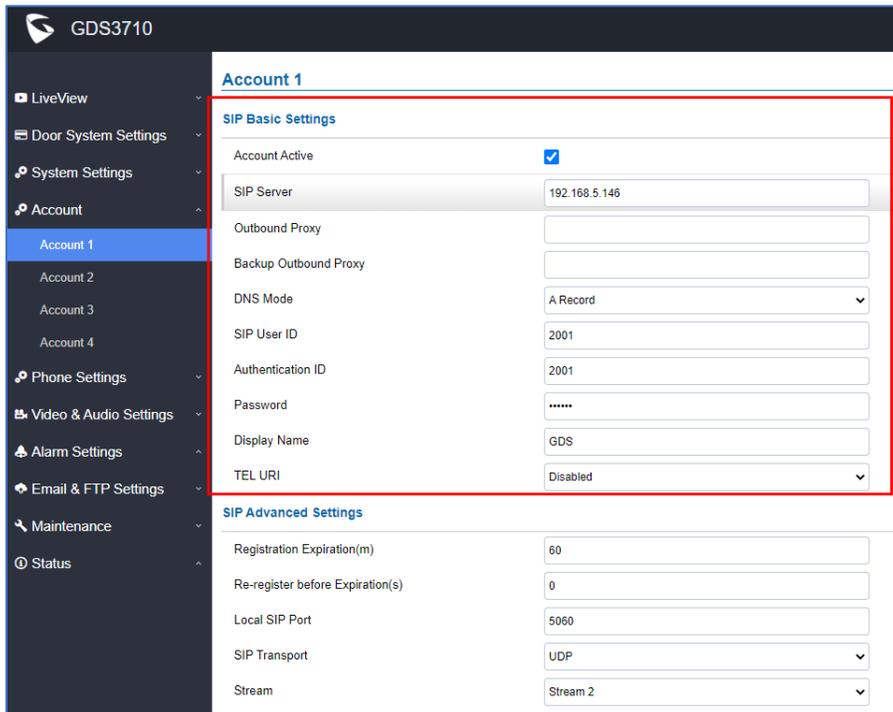
To configure the hostage code feature on the GDS37XX please do the following:

- Register a SIP account (alarm to SIP phone),
- Set an alarm action,
- Add the remote phone to the Alarm phone list,
- Enable the two-way SIP call,
- Enable the hostage code,

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,

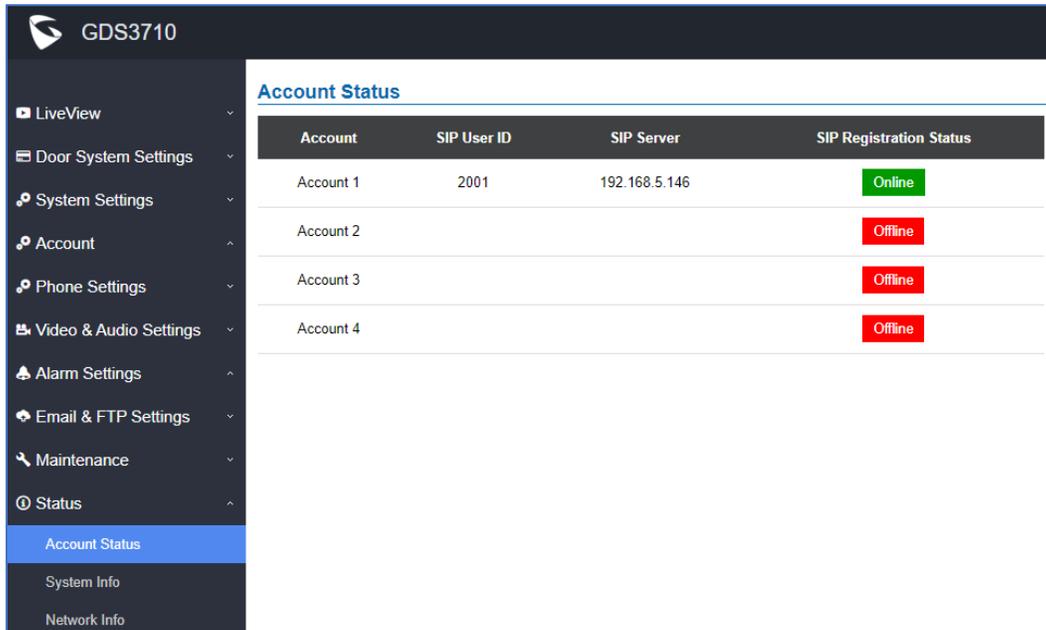


The screenshot displays the GDS3710 web configuration interface. On the left is a dark sidebar with a menu including 'LiveView', 'Door System Settings', 'System Settings', 'Account', 'Phone Settings', 'Video & Audio Settings', 'Alarm Settings', 'Email & FTP Settings', 'Maintenance', and 'Status'. The 'Account' section is expanded, showing 'Account 1' selected. The main content area is titled 'Account 1' and contains two sections: 'SIP Basic Settings' and 'SIP Advanced Settings'. The 'SIP Basic Settings' section is highlighted with a red border and includes the following fields: 'Account Active' (checked), 'SIP Server' (192.168.5.146), 'Outbound Proxy' (empty), 'Backup Outbound Proxy' (empty), 'DNS Mode' (A Record), 'SIP User ID' (2001), 'Authentication ID' (2001), 'Password' (masked with dots), 'Display Name' (GDS), and 'TEL URI' (Disabled). The 'SIP Advanced Settings' section includes: 'Registration Expiration(m)' (60), 'Re-register before Expiration(s)' (0), 'Local SIP Port' (5060), 'SIP Transport' (UDP), and 'Stream' (Stream 2).

Figure 1: SIP account settings



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



Account	SIP User ID	SIP Server	SIP Registration Status
Account 1	2001	192.168.5.146	Online
Account 2			Offline
Account 3			Offline
Account 4			Offline

Figure 2: Account status

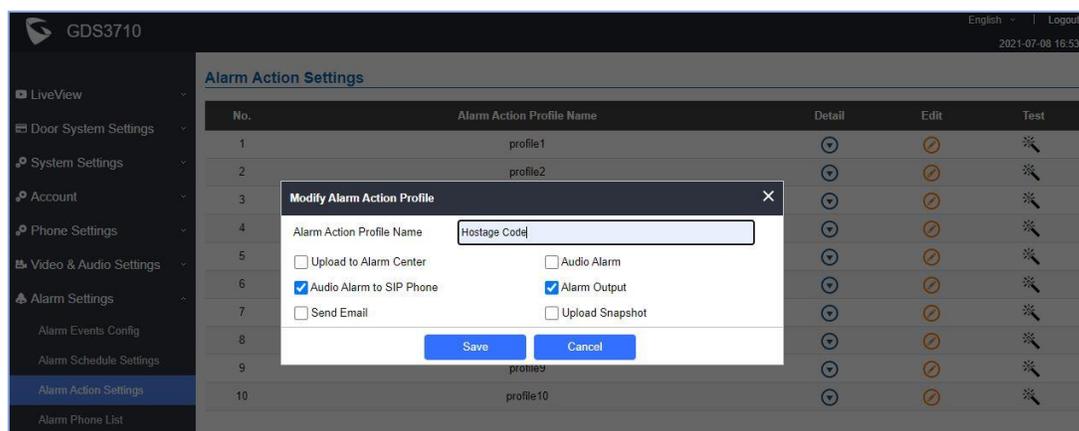
Set an Alarm Action

This page 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 hostage code is entered and save.

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



No.	Alarm Action Profile Name	Detail	Edit	Test
1	profile1			
2	profile2			
3				
4				
5				
6				
7				
8				
9	profile9			
10	profile10			

Figure 3: Alarm action profile



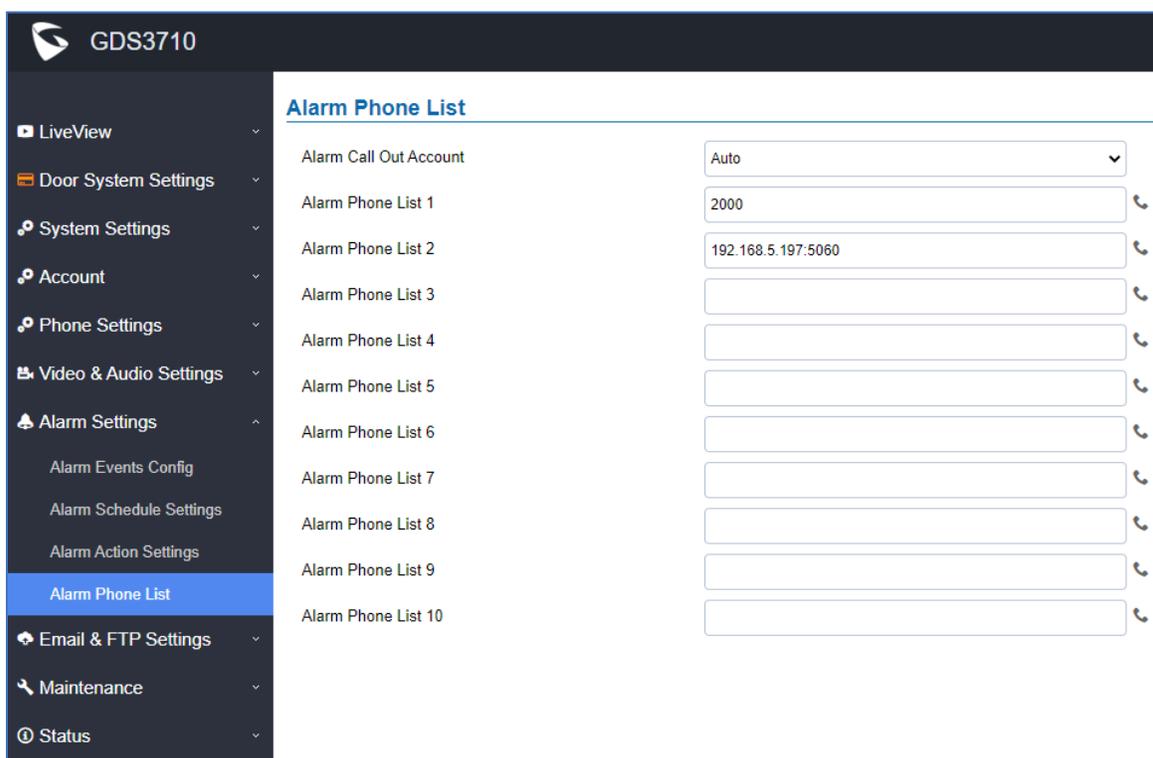
Add the Remote Phone to the Alarm Phone List

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.



The screenshot shows the GDS3710 web interface for configuring the Alarm Phone List. The left sidebar contains a navigation menu with options like LiveView, Door System Settings, System Settings, Account, Phone Settings, Video & Audio Settings, Alarm Settings (highlighted), Email & FTP Settings, Maintenance, and Status. The main content area is titled 'Alarm Phone List' and features a table with 10 rows. The first row is for 'Alarm Call Out Account' with a dropdown menu set to 'Auto'. The subsequent rows are for 'Alarm Phone List 1' through 'Alarm Phone List 10'. 'Alarm Phone List 1' contains the number '2000', and 'Alarm Phone List 2' contains the IP address '192.168.5.197:5060'. Each row has a telephone handset icon to its right, indicating a call action.

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 4: Alarm phone list

Enable the Hostage Code

Hostage code is the PIN that will be dialed on the GDS keypad when an emergency, users need to enter the following sequence to trigger the actions set for the Hostage Mode: * **Hostage Password** #

To enable the hostage code go to **Alarm Settings** → **Alarm Event Config:**

1. Click to **enable hostage code**
2. Enter a specific **hostage code** that well need to be entered (for example: 111)



3. **Select the Alarm action** to be taken when the hostage password is typed on the GDS37XX keypad.

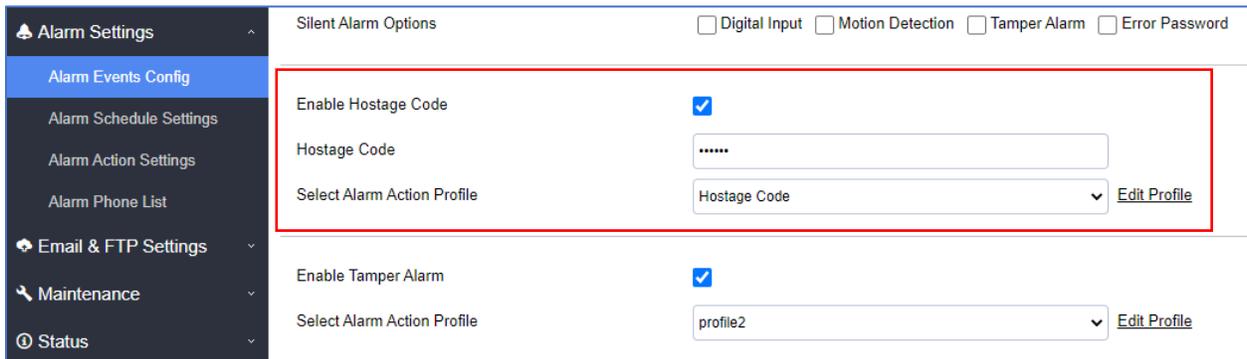


Figure 5: Alarm events config

Hostage code test

When the user dials *111# on the GDS37XX keypad the door is open and the discreet alarm that was configured is triggered.

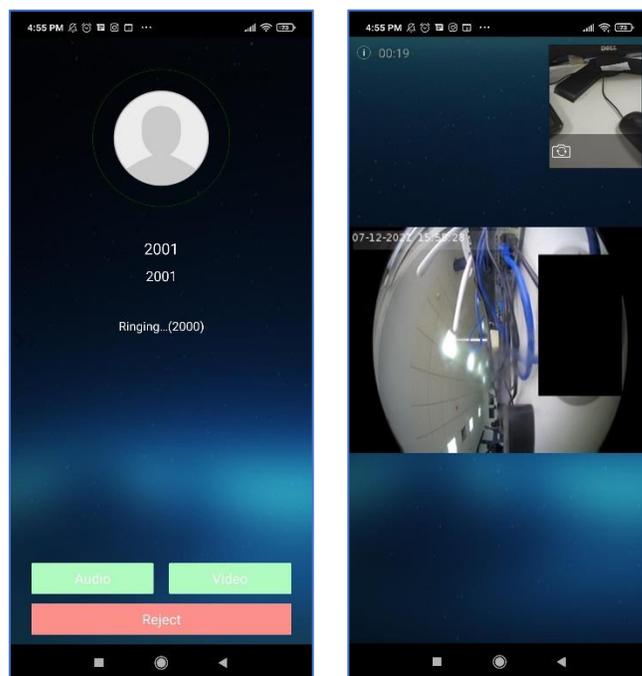


Figure 6: Alarm to SIP phone

