CSL DualCom

Simple & reliable signalling at any grade powered by Gemini

Trusted Market Leaders

CSL DualCom invented integrated dual signalling in 1996 and pioneered the move from wired to wireless technology in the electronic security industry. DualCom is now trusted to protect over 270,000 premises throughout Europe including many major retail brands.

Resilience, Intelligence & Visibility

Every DualCom is powered by the Gemini Managed Network, a Critical Connectivity® platform which facilitates the reliable delivery of alarms and data from the premises to the Alarm Receiving Centre.

Gemini checks the entire signalling route every minute providing the highest levels of resilience and reliability required by professional signalling systems.

CSL DualCom is the only signalling service provider with its own purpose built Network Operations Centre (NOC) to support the DualCom Gemini Managed Network. Installers also have access to Gemini Insight, a clever web portal that provides visibility on the performance of a signalling estate.

WorldSIM – One SIM More Networks

The multi-network DualCom WorldSIM® is supplied with every DualCom as standard and has increased signal reliability to reduce false alarms by almost 90%. The UK's leading mobile networks are recorded into the DualCom's memory with the most reliable being selected automatically. Fewer line faults being sent to the Alarm Receiving Centre, means fewer false alarms for installers and end-users.

The DualCom Security Range

The DualCom GradeShift® Range, the UK's fastest selling and most used dual signalling system, offers installers a reliable product that is easy to install on a single hardware platform for any grade of risk. It provides multiple signalling paths that embrace all available technologies.

DualCom GradeShift® UDL enables Remote Servicing & Diagnostics (RSD) on an installed alarm control panel reducing the need for engineer visits. Extended formats such as Contact ID and SIA provide ARCs with more detailed information about the protected premises and alarm events.

DualCom's single path options – DigiAir®, G2r and G3r – eliminate call costs and are the ideal solution where there is no telephone line available.

SIGNALLING CHANGES

DigiAir®

G2r G3r

G2

G3

G4

RSD

DualCom DigiAir®

DigiAir® utilises all mobile networks instead of a telephone line - an ideal upgrade for wired digital communicators.

- Eliminates call costs & phone charges
- Small enough to fit into any existing or legacy control panels
- Dial Capture provided as standard
- Fast Format, Contact ID & extended SIA
- Conforms to EN Grade 2
- Upgrade to DigiAir® UDL available
- Multi-network WorldSIM as standard for increased reliability

DualCom G2r & G3r

GradeShift® single path options eliminate call costs and are the ideal solution where there is no telephone line available.

- No telephone line rental, call charges or dedicated line
- Remote upgrade to dual path signalling available
- Satisfies the full requirements of the EN Standards
- Compatible with all standard alarm systems
- Use for other non-security applications that require remote monitoring ie. Telemetry
- Multi-network WorldSIM as standard for increased reliability

DualCom G2

GradeShift® dual path option designed for low to medium risk premises.

- Multiple signalling paths - GPRS, telephone and/or IP/TCIP
- Detects signalling path failure in seconds (line cut, GSM blocking, network failures)
- Dual signalling is preferred by insurance companies and the Police
- GradeShift® enables remote up/down grade for increased insurance specification
- EN Grade 2 dual path signalling service
- Polling via Gemini every hour
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability

DualCom G3

GradeShift® dual path option designed for medium risk premises.

All of the benefits of DualCom G2 plus:

- Ideal for large commercial premises
- EN Grade 3 dual path signalling service
- Polling via Gemini every 10 minutes
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability

DualCom G4/Fire

GradeShift® dual path option designed with the highest risk premises in mind.

All of the benefits of DualCom G2 plus:

- The ultimate signalling solution for premium commercial installations
- Compliant with EN50136 Grade 4 maximum insurance approval and loss protection
- Polling via Gemini every minute with 3 minute reporting
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability

Remote Servicing & Diagnostics (RSD)

GradeShift® UDL and DigiAir® UDL upgrades are available to enable RSD on an installed alarm control panel.

- Reduces the need for unnecessary site visits to save valuable engineer time and cost
- Eliminates phone lines at the control panel and PSTN modems at the office by converting telephone lines to radio or IP
- The connection to the panel also gains additional protection from the Gemini Managed Network
- Multi-network WorldSIM as standard for increased reliability

DualCom DigiAir®
The next generation wireless digital communicator with zero call costs

DualCom Gradeshift®
A single piece of hardware for every grade of risk with interchangeable EN Grades

Network Operations Centre

Our customers benefit from a purpose built Network Operations Centre (NOC) to house the dedicated Network Team and CSL Technical Support. As the platform that powers DualCom signalling, Gemini is responsible for the integrity of hundreds of thousands of connections throughout Europe.

Gemini Insight

DualCom Gemini Insight is a graphical user interface designed specifically for ARCs and installers, providing an in-depth overview of their entire signalling estate.

With this information, customers have visibility on performance, signal strength and location-based services as well as recommendations to improve installations.

The Installers' Favourite Alarm Signalling

CSL DualCom Security

The DualCom GradeShift® Range satisfies the full requirements of the EN Standards providing you with the confidence to specify DualCom across all EN Grades and the peace of mind of full Insurance approval.

Fault Reporting Times	DigiAir®	G2r	G3r	G2	G3	G4/Fire
Both paths working, PSTN path fails - fault reported in	N/A	N/A	N/A	4 mins	4 mins	3 mins
Both paths working, Radio path fails - fault reported in	N/A	N/A	N/A	4-30 mins	4-15 mins	3 mins
Only Radio path working and it fails - fault reported in	24 hours	24 hours	30 mins	5 hours	10 mins	3 mins
Only PSTN path working and it fails - fault reported in	N/A	N/A	N/A	24 hours	30 mins	3 mins
If both paths failed simultaneously - fault reported in	N/A	N/A	N/A	24 hours	1 hour	3 mins
Priority Polling (Polling frequency) *(Note: The number of failed polls is counted before any path fault is reported surpassing EN Standards and limiting false alarms)*	N/A	N/A	N/A	1 hour	2 mins	1 min
EN GRADE	2/SP2	2/SP2	3/SP3	2/DP1	3/DP2	4/DP3
ATS VALUE - Primary	ATS2	ATS2	ATS2	ATS2	ATS4	ATS5
ATS VALUE - Secondary	N/A	N/A	N/A	ATS1	ATS3	ATS4
Evironmental Class	II	II	II	II	II	II

All Insurance Grades Covered

Dual signalling is preferred by insurance companies and the Police for low to high risk properties. DualCom is one of only two brands directly quoted by all leading insurers.

EN50136 Approval

The DualCom Security Range is approved to the prestigious EN50136 standards. DualCom has also been independently verified to meet the requirements of the LPS1277 document.

Patents

CSL DualCom holds a number of patents and it is this patented technology that DualCom uses to send its signal to the ARC via a DualCom WorldSIM®.

CSL DualCom Limited

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