

DualCom

GRADESHIFT®

DualCom®

SIGNALLING CHANGES



DualCom GradeShift® with WorldSIM® as standard
The most trusted brand in alarm signalling

The DualCom Range

CSL DualCom are the market leader and pioneers of the first dual signalling systems to have interchangeable EN grades with groundbreaking GradeShift® technology. The affordable dual path options offer a single piece of hardware for every grade of risk and are favoured by Insurers and the emergency services. The single path wireless options offer even more savings without compromising security. The award winning multi-network WorldSIM® is supplied with every DualCom at no extra charge offering access to all mobile networks.

Signalling Changes

The DualCom GradeShift® range from CSL DualCom is an intruder and fire alarm signalling device that uses any available UK GPRS/GSM network and a telephone and/or IP path. Signalling intruder, fire and personal attack signals at high speed into any Alarm Receiving Centre. Utilising multiple signalling paths and fast routine polling ensures that DualCom will always let you know of a problem and has a back-up path in the event of an accidental or deliberate fault on any path. DualCom is charged as a fixed tariff and sends and receives an unlimited amount of data at no extra charge.

Dual Signalling

CSL DualCom invented integrated dual signalling back in 1996 and have continued to innovate with complimentary elements such as the DualCom WorldSIM®, remote servicing options and extended signalling formats.

The combination of the WorldSIM® and the DualCom GradeShift® range reduces line faults more than any other dual signalling. This means fewer false alarms for the ARC and less unnecessary keyholder call-outs for installers and their customers. Remote Upload/Download reduces the need for engineer visits, is less disruptive to customers and offers a faster and more cost effective maintenance service. Extended signalling formats provide the ARC and alarm user with additional information from the protected site, such as the specific location of an intruder and the arrival time of keyholders.

CSL DualCom are the only signalling service provider utilising a purpose built Network Operations Centre (NOC) to support the DualCom Gemini Managed Network, the engine that powers DualCom signalling. The NOC houses our dedicated Network Team whom provide real-time network feeds and early notification of events to our ARCs and installers.



SIGNALLING CHANGES

THE DUALCOM RANGE

All DualCom products

SPECIFICATION:

- Single or multiple signalling paths: GPRS, GSM, telephone and/or IP (ADSL/broadband or LAN connectivity)
- Detects signalling path failure in seconds (line cut, GSM blocking, network failures)
- WorldSIM® – access to all mobile networks in a single product at no extra cost
- Option of UDL upgrade later or UDL-ready GradeShift® product with fast format, Contact ID and SIA



CSL DualCom Network Operations Centre in Greater London

- Fixed tariff means unlimited signals with no hidden charges
- Dual signalling is preferred by insurance companies and emergency services
- Meets all insurance grades (low to high risk) for both dual and single path signalling
- GradeShift® to remotely up/down grade for increased insurance specification (not applicable to G2r)
- No need for any telephone line for G2r and the dual path range can share with existing telephone line or network
- Supplied fully programmed
- NGN/21CN compliant (explained overleaf)

DualCom G2r SPECIFICATION:

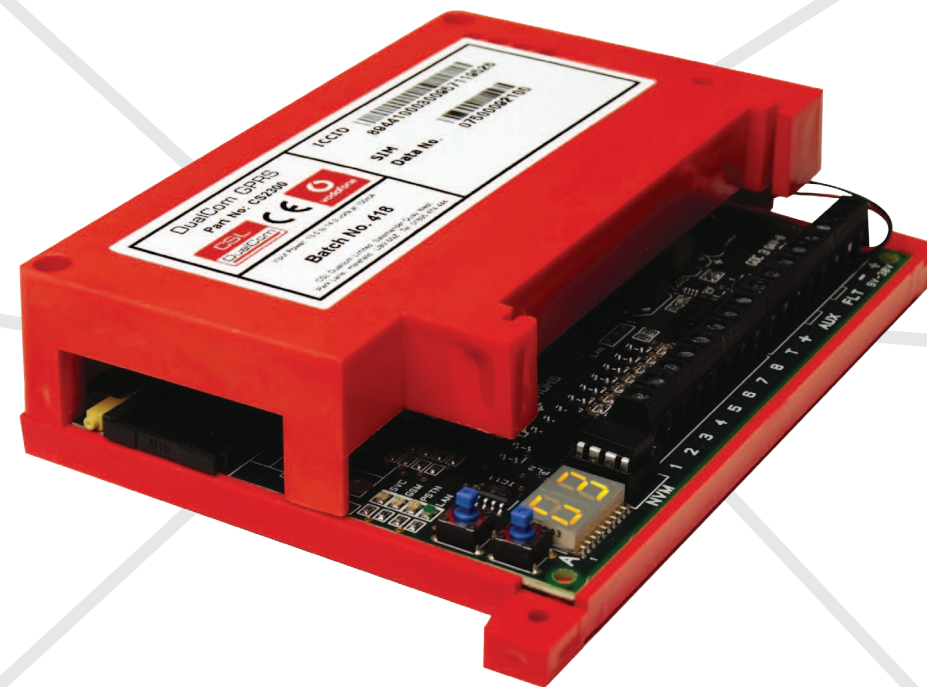
- All the features of the DualCom G2 but as a single path signalling option
- For use where a PSTN or IP wired infrastructure is not available
- True wireless EN Grade 2 signalling for low risk single path solutions

DualCom G3r SPECIFICATION:

- All the features of the DualCom G2r with hourly polling and a quicker fault reporting time
- For use where a PSTN or IP wired infrastructure is not available
- True wireless EN Grade 3 signalling for low risk single path solutions

DualCom G2 SPECIFICATION:

- Designed for low to medium risk premises
- DualCom G2 is an EN Grade 2 dual path signalling service
- Using GPRS and GSM as its primary signalling path, PSTN or IP wired paths available as back up
- CSL Gemini polling every hour



WorldSIM®
One SIM, all networks and no unnecessary
keyholder callouts

DualCom G3 SPECIFICATION:

- All the above features and designed for medium risk premises, ideal for large commercial premises
- DualCom G3 is an EN Grade 3 dual path signalling service
- Using GPRS and GSM as its primary signalling path, PSTN or IP wired paths available as back up
- CSL Gemini polling every 10 minutes and priority polling (explained overleaf)

DualCom G4 SPECIFICATION:

- All the above features and designed with the highest risk premises in mind, the ultimate signalling solution for premium commercial installations
- Compliant with EN50131 Grade 4 ensuring maximum insurance approval and loss protection
- Polled every minute with 3 minute reporting
- 96 hour memory log (explained overleaf)
- DualCom G4 with WorldSIM® reduces line faults more than any other dual signalling product

DualCom FIRE SPECIFICATION:

- All of the above features and with 67% of fires occurring when premises are vacant DualCom FIRE fulfils an invaluable role with its ability to signal a fire alarm whether the premises are vacant or occupied
- Quick and reliable despatch of an alarm to the Alarm Receiving Centre minimising damage to property whilst protecting lives
- Voltage range of 10 to 30 volts for an easy installation



THE MOST TRUSTED BRAND IN ALARM SIGNALLING

DualCom

GRADES SHIFT

DualCom

SIGNALLING CHANGES

All leading insurance companies will require dual signalling to be fitted for all new, medium to high risk intruder alarms – DualCom fully complies to all relevant European Standards, notably the EN50136 signalling standard. DualCom is one of only two brands directly quoted by all leading insurers. Some of the more familiar brands are listed below:



For more information please go to:
www.csldual.com/insurance



“The Police Service encourage dual signalling for homes and businesses to confirm activations and reduce false calls”
STUART BOWMAN, ESSEX POLICE

JARGON BUSTER



WorldSIM®

Exclusive to CSL DualCom and supplied as standard with the DualCom GradeShift® range, the WorldSIM® provides installers with access to all mobile networks in one single product at no extra cost.



UDL

Upload/Download allows remote contact to an installed alarm control panel reducing the need for engineer visits. Contact ID and SIA provide ARCs with detailed information from the protected premises.



NGN/21CN Compliant

All DualCom products are immune to problems associated with NGN (Next Generation Network) upgrades. The largest of these being BT's 21st Century Network. Older intruder alarm systems could be seriously affected by network upgrades as NGN's remove the copper infrastructure that these systems depend on to deliver the signal into the Alarm Receiving Centre.



Priority Polling™

Sometimes referred to as stepped-up polling, is available across the GradeShift® range and can be switched on when stock profile is high or premises enter a higher category of risk and require a higher degree of polling.



Memory Log

Keeps a record of the last 96 hrs of call traffic on-board the DualCom.