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# CSL Connected

## ARC CONNECTION

CSL Connected allows you to connect your Eaton SecureConnect enabled control panel (STYLE, COMPACT, i-on30R, i-on40H, i-onG2SM, i-onG3MM & i-onG3LM) to your chosen ARC through the Eaton SecureConnect Cloud.

Communication can be made in SIA format only, using either the panel's onboard LAN port or the COM-DATA-4G as a single path device. Please note that camera images will not be sent to the ARC but are still compatible with the Eaton SecureConnect App.

## INSTALLER MENU PROGRAMMING

- Mobile only connection (or Mobile as back-up) go to Step 1
- LAN only connection, connect the panel to a router then go directly to Step 2

### Step 1 - Configure how you want the COM-DATA-4G to operate

[Communications](#) > [IP Options](#) > [Module 4G/2G](#) > [Data mode](#)

- Mobile as back up – the panel will use the Ethernet connection as the primary path. Should this fail, the panel will automatically switch to a mobile connection default setting
- Mobile only - the panel will use the Mobile connection as the primary and only method of connection to the cloud

## Communications > IP Options > Module 4G/2G > Network type

- Auto – the panel will automatically connect to 4G or 2G networks. Recommended and default setting
- 4G only - the panel will only connect to 4G networks
- 2G only - the panel will only connect to 2G networks

## Communications > IP Options > Module 4G/2G > Provider

- Panel software is v6.02 or higher, select **CSL (New)**
- Panel software is v6.01 or lower, select Other and enter the following:

APN - geminit2.m2m

Username – leave blank

Password – leave blank

## Communications > IP Options > Module 4G/2G > Edit APN

- There should be no need to enter this menu, contact Eaton Technical Support for guidance

## Communications > IP Options > Module 4G/2G > GSM Antenna

- Internal – the COM-DATA-4G will use its own internal antenna
- External – the COM-DATA-4G will use the COM-ANT-01 external antenna

## Step 2 - Connect the panel to Eaton SecureConnect

### Communications > IP Options > Cloud Access

- Set to enabled and enter your Cloud and Site IDs
- Then wait for a successful confirmation from the panel

## EATON SECURECONNECT

In your Eaton SecureConnect account select the relevant panel.  
Select ARC Reporting (a drop-down box will then appear).

Enter the following

- ARC Provider (CSL)
- Country
- ARC
- Account Number (Chip Number)

Click SIA Events (a list will appear with alarms). Select required alarms and then press save.

A pop-up box will then display showing "verifying connection".

Once connection is confirmed two new boxes will then be displayed "connection verified" then "ARC settings set".

A connection has now been made to your chosen ARC.

## ACCESS THE APP

CSL Connected is compatible with the Eaton SecureConnect App. For panel programming, App downloads or user registration please follow the Eaton programming guide.

For more information about Eaton SecureConnect, please visit: <https://www.eaton.com/gb/en-gb/catalog/safety-security-and-emergency-communications/secureconnect-installer-cloud.html>



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## **TROUBLESHOOTING**

**Q. What grade is the product?**

A. EN50136 Grade 2, SP2.

**Q. The panel is a metal case, how will it get a signal?**

A. You will need to fit the COM-ANT-01 external antenna and check the GSM Antenna options is set to External.

**Q. The panel won't connect to Eaton SecureConnect via Mobile?**

A. Ensure that CSL is selected from the provider list and that the panel has a mobile signal. If both are correct, please contact Eaton Technical Support or CSL Technical Support.

**Q. My ARC does not appear in the drop-down list?**

A. It may be that your chosen ARC is not one of the many ARCs that have signed up for this solution. Please contact CSL Technical Support.

**Q. Signals are not arriving at my ARC but are visible in the Eaton SecureConnect web portal?**

A. For events marked as "delivery rejected by ARC" within the Eaton SecureConnect web portal's ARC Reporting page - please check your Account/Chip Number is correct and your ARC has placed a valid order. If the details are incorrect, please amend and repeat the setup process. If the details are correct, please contact CSL Technical Support. For events marked as "successfully sent", please also contact CSL Technical Support.

**Q. Am I able to send signals in another format i.e Fast Format/Contact ID?**

A. Eaton SecureConnect has an advanced reporting solution utilising the SIA format to provide maximum information to the ARC. Therefore, there is no Fast Format or Contact ID option available.