

PANEL GUIDE

Dial Capture

Updated March 6, 2025

Latest information

<https://www.csl-group.com/panel-guides/generic-guides/dial-capture/>

Panel Connection – Dial Capture

Cable required?	MCM connected to: • DualCom Pro 1 – MCM plug-on module CS.1.402 • DualCom Pro 2 – DI & AL
Panel Profile	GENERIC-ALARMS-MCM
Panel Connection	Dial Capture
Technical Notes	• DualCom Pro 2 simulates and replaces the phone line connection to the control panel's Digi-Modem. • The control panel must be enabled for ARC reporting and the Digi-Modem must use one of the following alarm formats: Fast Format, Contact ID or SIA. • The Digi-Modem must have an ARC telephone number and account number programmed for Dial Capture to work. The DualCom Pro will accept any values for these fields. • If you want to monitor the Dial Capture connection, you will need to connect an output configured as PSTN line fault on your control panel, to one of the DualCom's inputs. That input should be designated as Dial Capture Fail at your ARC.

DualCom Pro to Panel Wiring

DualCom Pro 1 – MCM plug-on module – Line A DualCom Pro 2 – DI	PSTNA
DualCom Pro 1 – MCM plug-on module – Line B DualCom Pro 2 – AL	PSTNB

Panel Configuration

Configure the panel according to the manufacturer's panel guide, as if the panel was being connected to the PSTN.

We recommend a properly formatted telephone number be used in the ARC field. Any number will be accepted by the DualCom Pro.

We recommend using the Connection ID for the account number as this will be included in the SIA code sent to the ARC by the DualCom Pro.