

PRODUCT SUPPORT

DigiAir Pro 3

Updated September 11, 2026



Wireless 4G single-path signalling with unrivalled management tools. Our single-path signalling solution utilises a 4G Radio path or a LAN path to signal an alarm. The Radio variant also comes with a standby SIM as a backup to safeguard your system. Both SIMs operate on an independent network from the other for total resilience. DigiAir Pro 3 is also compatible with [CSL Live](https://www.csl-group.com/resources/csl-live/) and the [My Base App](https://www.csl-group.com/resources/my-base-app-2-0/).

Latest information

<https://www.csl-group.com/support/digiair-pro-3/>

Quick Guide

Introduction

The DigiAir Pro 3 range offers installers easier, faster installation of a professional signalling system with even greater resilience, plus access to CSL Live, our ordering and management portal.

Using the onboard serial connections, pins triggering or dial capture, DigiAir Pro 3 is compatible with a wide range of control equipment, including systems installed to EN50136 & PD6662. The range consists of DigiAir Pro 3 Radio and DigiAir Pro 3 LAN – our single-path solutions that utilise either a Radio path or LAN to signal an alarm.



Figure 1 – Exploded View of DigiAir Pro 3

Step 1 – Site Setup

DIGIAIR PRO 3 – RADIO

Use a Signal Analyser (available from the CSL Installer Shop) to determine if enough base stations (2 or more) are available at the site and that they can supply sufficient signal strength (30% and above). This will determine the optimum location for the DigiAir Pro 3's aerial to be mounted.

If you do not have a Signal Analyser, we recommend powering up the DigiAir Pro 3, connecting the aerial/s, going through the commissioning process then checking the signal strength before permanently fitting the aerial.

Press the A button to show the signal strength – LED 1 should be green to show an acceptable level of Radio signal/quality.

DIGIAIR PRO 3 – LAN

DigiAir Pro 3 uses DHCP as the default IP setting. Fixed IP settings can be added or amended using the My Base App. Fit the Ethernet Cable to the device and connect to the customer's router. Ensure the customer's LAN socket is live and their network allows access to the CSL servers.

Visit the [CSL Live Support Page](https://www.csl-group.com/support/csl-live/) (<https://www.csl-group.com/support/csl-live/>) for information about our Customer IT Survey Form.

The ETH LED will flash between red, amber and green to indicate the connection is operational and data is being seen on the local network link.

Step 2 – Installation

DigiAir Pro 3 must be installed within an enclosure suitable for the installation certification. The unit should be fixed securely using the adhesive pads supplied or via the screw fixings accessible by removing the lid.

Once fitted, ensure:

- The aerial is connected, or the ethernet cable is installed, as appropriate
- The alarm panel or PSU is powered down
- Wire the DigiAir Pro 3 in this order.
 1. Negative (-) power,
 2. Positive (+) power,
 3. Serial cable or inputs
- If required, connect the serial cable – RS485, RS232 or TTL (panel dependent) – see Panel Connections section for more information
- Connect any hardwired alarms into the device – see Pin Triggering section for more information
- Connect the fault output
- Ensure that all inputs are electrically isolated
- Restore power to the alarm panel or PSU

IN ORDER TO MAINTAIN COMPLIANCE WITH THE REQUIREMENTS FOR ELECTRICAL SAFETY THE DIGIAIR PRO 3 SHOULD BE POWERED FROM A FUSED CONNECTION WITH THE FOLLOWING RATING: • **FOR A 12V DC SYSTEM (SUPPLY VOLTAGE IN THE RANGE 10V TO 14V DC) A FUSE RATED AT 1.25 A**
• **FOR A 24V DC SYSTEM (SUPPLY VOLTAGE IN THE RANGE 20V DC TO 36V DC) A FUSE RATED AT 600 MA** IF THE POWER SOURCE IS NOT LIMITED TO THESE VALUES, THEN A FUSE WITH THE CORRECT RATING MUST BE FITTED IN LINE WITH THE POSITIVE CONNECTION FROM THE POWER SOURCE.

POSITIONING THE AERIAL

DO	• INSTALL VERTICALLY IN AN OPEN SPACE. • COMPLETE A SIGNAL TEST BEFORE INSTALLING IN THE FINAL POSITION.
DON'T	• INSTALL CLOSE TO METAL OR SOURCES OF INTERFERENCE, E.G. WIRING, LIGHTING, ELECTRICAL INSTALLATIONS, COMPUTERS, MONITORS, ROUTERS & OTHER EQUIPMENT.

Step 3 – Commissioning

On power-up, the DigiAir Pro 3 will automatically contact the Gemini Global Platform to perform its commissioning process, which can take up to 5-8 minutes.

Once commissioned, all 3 LEDs will light green for 5 seconds. The device will then reboot.

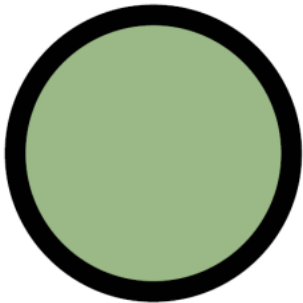
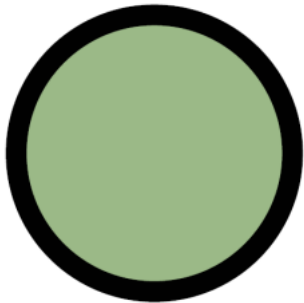
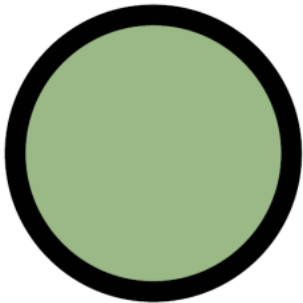
LED 1 – Power	LED 2 – Comms Path	LED 3 – Commissioned
		

Figure 2 – Commissioning

On the next boot, LED 3 will go green to indicate that the device is fully commissioned.

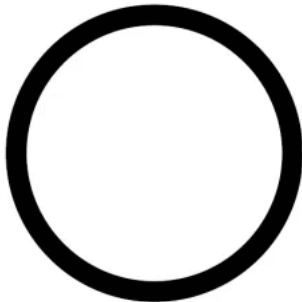
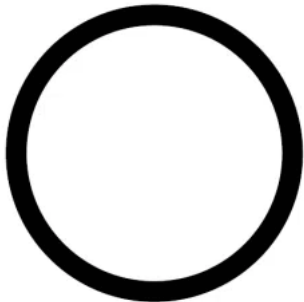
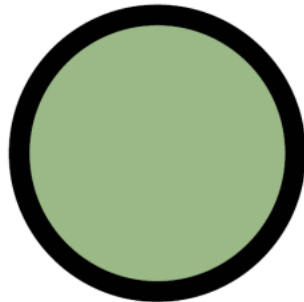
LED 1 – N/A	LED 2 – N/A	LED 3 – Device Status
		

Figure 3 – Quiescent/Normal State

If using input pins, whilst in quiescent/normal state, press button C for 5 seconds to self-learn the current panel input status. LED 3 will flash amber, then red and return to solid green once completed.

Step 4 – Testing

Before leaving the site, you must test the DigiAir Pro 3 device as per these steps.

1. Place the device on test at the ARC and send a range of signals from the panel
2. Perform a path test by tapping button C whilst in quiescent/normal state
3. LED 3 will flash to show signals are being sent
4. Check that signals are received at the ARC

See the Troubleshooting section for further details.

Customising the DigiAir Pro 3

All device programming can be performed using the [My Base App](https://www.csl-group.com/resources/my-base-app-2-0/) (https://www.csl-group.com/resources/my-base-app-2-0/) Download the app from the [App Store](https://apps.apple.com/gb/app/csl-my-base/id1479184708#?platform=iphone) (https://apps.apple.com/gb/app/csl-my-base/id1479184708#?platform=iphone) or [Google Play](https://play.google.com/store/apps/details?id=com.cslgroup.mybase&hl=en_GB&gl=US) (https://play.google.com/store/apps/details?id=com.cslgroup.mybase&hl=en_GB&gl=US) and enter your credentials. Alternatively, in a browser, go to My Base.

If need be, you can use the one-time access page to install a device using your mobile phone or web browser without login details. Follow [this link](https://mybase.csl-group.com/new-install) (<https://mybase.csl-group.com/new-install>) and enter the device serial number and connection ID.

USING THE BUTTONS & LEDs

Once commissioned, the DigiAir Pro 3 enters the quiescent or normal state. In this state, LED 3 will show the device status, and there will be no other activity on LED 1 or 2. See Figure 3 – Quiescent/Normal State above. The LED colour indicates the current status:

- Green = path and system are OK
- Amber = path is not working
- Red = error

From this state, you can:

- Press Button A to view the signal strength/LAN connectivity
- Press Button C to generate a Test Call
- Press and hold Button C to execute Pin Learn

VIEW SIGNAL STRENGTH

Press Button A once to view the signal strength. LED 1 will show the signal/connectivity status of your path.

- Solid green = good signal.
- Flashing green = acceptable signal.
- Flashing amber = emergency, only/low signal available (move aerial).
- Flashing red = SIM not ready/no signal available (move aerial).
- Red = error.

VIEW LAN CONNECTIVITY

Press Button A once to view the LAN connectivity. LED 1 will show the connectivity status of your path.

- Solid green = good connection
- Amber = connection to local network is good but no access to internet/CSL
- Red = error – check the ethernet cable and ETH LED

Press Button A again to return to Quiescent/Normal State.

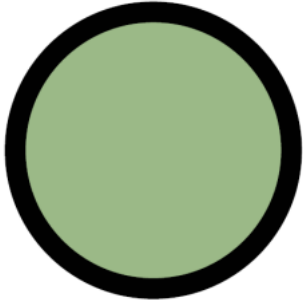
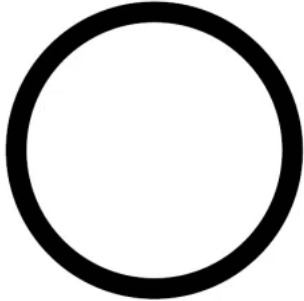
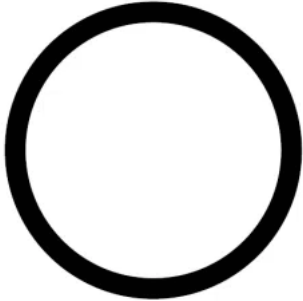
LED 1 – Primary Path	LED 2 – N/A	LED 3 – N/A
		

Figure 4 – Connectivity

GENERATE A TEST CALL

Press Button C once from Quiescent/Normal State to send a Test Call

EXECUTE PIN LEARN

From the Quiescent/Normal State, press and hold Button C for 5 seconds to allow the device to perform a self-learn of the current input pins. LED C will flash once complete. See Pin Triggering in the Panel Integrations section of this guide for more information.

Panel Integrations

Your device will come pre-configured to connect to the panel using pin triggering. In My Base, it will show Panel Type = pins only.

A panel can also be connected using:

- Dial Capture (PSTN Modem)
- TTL
- RS232 (including ATS 7090)
- RS485
- Ethernet

To enable any of these connections to a control panel, install the appropriate cabling, then go to the My Base App and select the correct panel type. See the Panel Integrations section below for more information.

Panel guides can be found by:

- Clicking the panel type (after selection) via the My Base App.
- Scan the QR code below.
- Visit the Installer Zone on our website.

PIN TRIGGERING

For this operation, the device is triggered by removing or applying zero volts to input terminals 1-8. No external pull-up resistors will be required. This is generally achieved via the digital communicator outputs of a control panel. On receiving an input to the pin terminals, the unit will signal alarm conditions and will generate the relevant messages and forward them via the Gemini Global Platform to the ARC. Installers are advised that the intended use should avoid situations where the rate of the trigger exceeds the rate at which messages are received at the ARC receiver.

Please read the panel installation guide with regard to the triggering of DualCom Pro input pins.

If the installation does not use relays to trigger the input pins (for example, positive applied), then the zero volts must be common between the power supplies of the panel and the DualCom Pro.

If the input pins are driven by relays from the panel and these are not electrically isolated, then consider introducing opto-isolators between the relays and the input pins, otherwise, the pins may not operate as intended.

Figure 5 – Example of pin triggering wiring. Control Panel (left) and DigiAir Pro 3 (right)



CONFIGURING PIN INPUTS

To self-learn the current panel input status, press button C whilst in quiescent/normal state for 5 seconds. LED 3 will flash red twice once completed.

To change the input from negative removed or applied to positive removed or applied, change the pin bias via My Base under the Hardware menu button and use the A+ terminal instead of RTN.

IF YOU CANNOT CHANGE THE PANEL'S POLARITY AND YOU DO NOT HAVE ACCESS TO MY BASE OR THE WEBSITE, PLEASE SPEAK TO OUR TECHNICAL SUPPORT TEAM.

DualCom Pro pin inputs 1, 2, 3, 5 – 8 generate SIA untyped alarms UA/UR8001 to 8012 on standard product configuration, e.g.

```
[#123456|NUA8001|AChannel 1 Alarm]
```

```
[#123456|NUR8001|AChannel 1 Restore]
```

DualCom Pro pin 4 Open / Close inputs generate SIA alarm OP and CL OP/CL8004 on standard product configuration, e.g.

```
[#123456|NOP8004|ASystem Set]
```

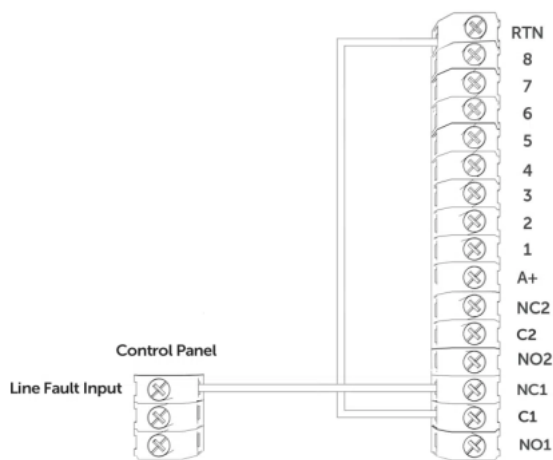
```
[#123456|NCL8004|ASystem Unset]
```

CONFIGURING OUTPUTS

Both outputs can be configured as either Normally Open (NO) or Normally Closed (NC), as required. Output 1 is defaulted to indicate a total path fail condition to the control panel. Output 1 can be reconfigured to indicate another path failure type, Output 2 can be configured as a manual trigger. To make any amendments, please use the [My Base App](https://www.csl-group.com/resources/my-base-app-2-0/) (<https://www.csl-group.com/resources/my-base-app-2-0/>).

IF THE DEVICE IS POWERED BY A 24V (FIRE PANEL) SUPPLY, THE A+ TERMINAL WILL STILL DELIVER 12V

Figure 6 – Example of Fault Output Wiring



PANEL CONNECTIONS

DIAL CAPTURE

DigiAir Pro 3 simulates and replaces the phone line connection to the control panel's Digi-Modem. The control panel's Digi-Modem must use one of the following alarm formats: Fast Format*, Contact ID or SIA. In the event the control panel needs to send a signal to the ARC, DigiAir Pro 3 will capture the message and forward it, via Gemini, to the ARC. The Digi-Modem must have an ARC telephone number (ie 01) and account number (i.e. 1234) programmed for Dial Capture to work. 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 DigiAir Pro 3's inputs. That

input then needs to be designated as Dial Capture Fail at your ARC.

*Please confirm the compatibility of Fast Format with DigiAir Pro 3 via your ARC.

Figure 7 – Dial Capture Wiring



DC09 CONNECTIONS

Only the DigiAir Pro 3 LAN can connect to a panel using DC09. The panel and the DigiAir Pro 3 must both be connected to the customer's LAN.

SERIAL / RS232 / 485 / TTL PANEL CONNECTIONS

As standard, DigiAir Pro 3 is supplied with a serial cable compatible with Honeywell (RS485), Orisec (TTL), Pyronix (RS232), Texecom (TTL) and HKC (TTL) panels. Other types may require an additional cable/plug-in that can be purchased on our Installer Shop. It is possible to use pins and a serial cable together if required.

Figure 8 – Panel Connection Information

MANUFACTURER	PANEL	CONNECTION	CABLE PLUG	WIRE	CONNECTOR
Honeywell	Galaxy	RS485	4 Pin (cable provided)	Green	RTN
				Blue	RS485-B
				Red	RS485-A
Orisec	All	TTL	4 Pin (Cable provided)	Green	RTN
				Blue	TTL-T
				Red	TTL-R
Pyronix	Euro	RS232	6 Pin (Cable provided)	Green	RTN
				Blue	RS232-R
				Red	RS232-T

Texecom	Premier/Elite	TTL	5 Pin (Cable provided)	Green	RTN
				Blue	TTL-R
				Red	TTL-T
HKC	1070/10270	TTL	4 Pin (Cable provided)	Green	TTL-R
				Blue	RTN
				Red	TTL-T

Figure 9 – Serial Cable (RS232/485/TTL)



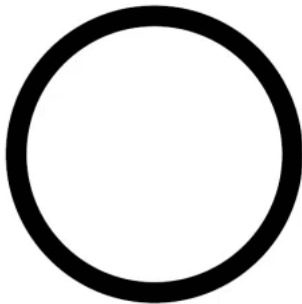
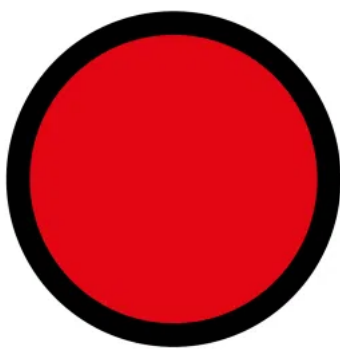
YOU MUST POWER DOWN THE CONTROL PANEL AND DUALCOM DIGIAIR PRO 3 BEFORE CONNECTING THE SERIAL LEAD, TO AVOID DAMAGE.

For RISCO, Eaton, UTC and other panels, please purchase the relevant cable from CSL Live. For other connections or further instructions on Control Panel programming, panel guides can be found by clicking the panel type (after selection) via the [My Base App](https://www.csl-group.com/support/my-base/) (<https://www.csl-group.com/support/my-base/>), by clicking the link below or by visiting our [Panel Guides](https://www.csl-group.com/panel-guides/) (<https://www.csl-group.com/panel-guides/>) [Support Page](#).

Troubleshooting

Interpreting the LEDs

The LEDs provide summary information as to the state of the device. For further information, please visit the [My Base Support Page](https://www.csl-group.com/support/my-base/). (<https://www.csl-group.com/support/my-base/>)

	LED off
	Red Flashing
	Red Solid

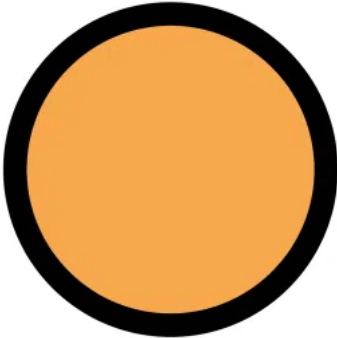
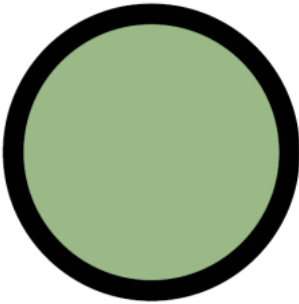
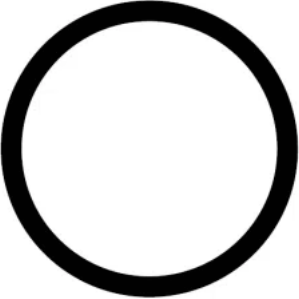
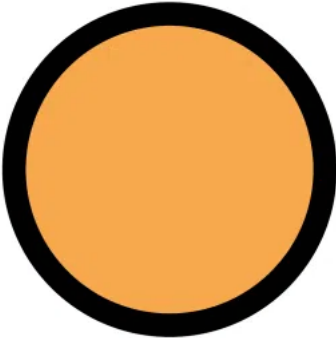
	Amber Flashing
	Amber Solid
	Green Flashing
	Green Solid

Figure 10 – LED Key

As the DigiAir Pro 3 powers up for the very first time, it will run through its commissioning process. You will need to wait for LEDs 1, 2 & 3 to go green before the unit reboots.

LED1	LED2	LED3
 No power	 No comms	 No comms
 Power start up	 1 path comms (dual-path systems)	 Comms path found

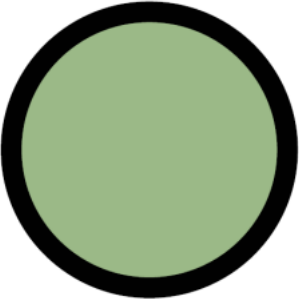
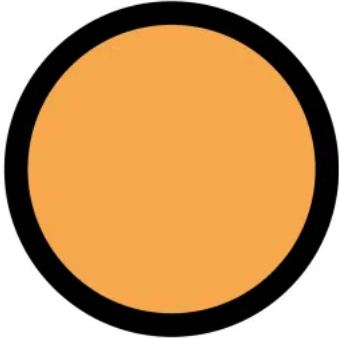
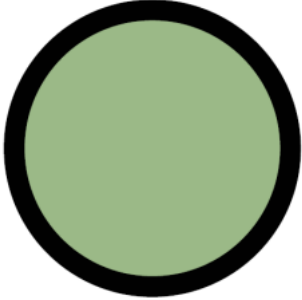
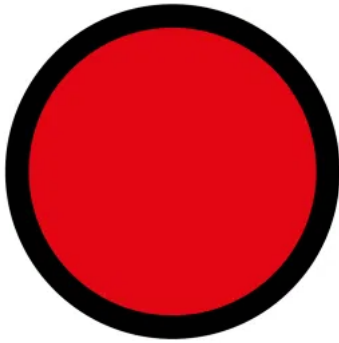
 Power on		 The commissioning server was found. Contacting alarm server
		 Fully commissioned

Figure 11 – Commissioning LEDs

Once commissioned, the unit will return to its quiescent/normal state. LED 3 should be visible, and LEDs 1 & 2 will be off. LED 3 will show you whether the unit has any errors or is transmitting data.

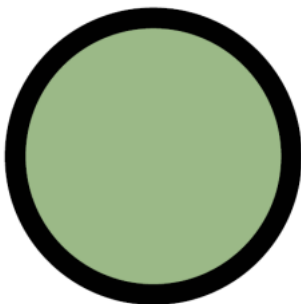
LED 3



Red: Internal error (not commissioned or configuration error) – please contact Tech Support



Flashing Amber: Communication error – please press Button A for more details



Green: Device is operating normally

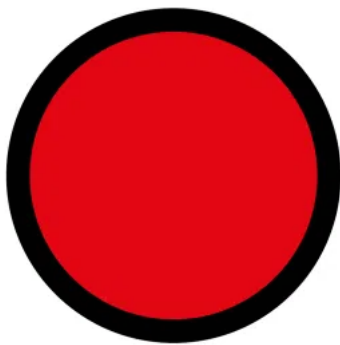


Flashing Green: Device is operating normally and transmitting or receiving data

Figure 12 – Quiescent/Normal State LEDs

From the quiescent/normal state, press button A. Only LED 1 will show.

LED 1



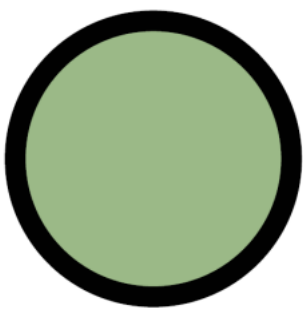
No signal / SIM not ready or LAN not connected



Registering / Signal is unacceptable / LAN connected but cannot transmit data



Signal is acceptable (3/10) but could be improved



Signal 4/10 (or above) or LAN connected

Figure 13 – Connectivity Section

There are 2 additional LEDs shown as PNL and ETH.

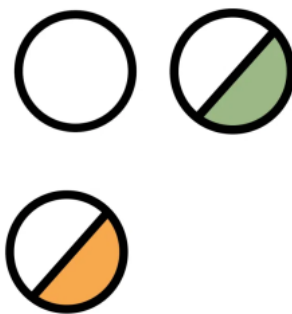
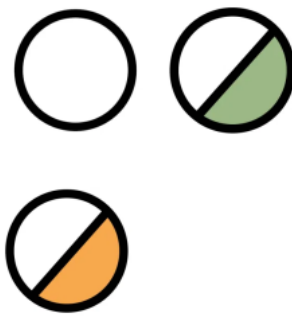
LED	DESCRIPTION	LED DESCRIPTION
PNL	Serial connection to panel	 Indicates if any of the serial connections to a panel are in use. If the LED is flashing green, data is being transferred. This LED will not be lit if there is no serial integration to the panel.
ETH	LAN connection to customer's network	 Indicates if there is a LAN connection to the customer's router. If the LED is flashing green, data is being detected on the local link. This LED will not be lit if there is no physical LAN connected.

Figure 14 – Additional LEDs

RADIO ONLY TROUBLESHOOTING

Q. How can I fail my signalling paths without having to disconnect them?

A. To fail each path from Quiescent/Normal state, press Button A. Press and hold B for 5 seconds to fail the primary path. The path will stay in fail mode or 15 mins unless you tap B again to restore the path.

Q. How can I check the signal strength of each radio module?

A. You can check the signal strength of the radio module on a commissioned device via the [My Base App](https://www.csl-group.com/resources/my-base-app-2-0/) (<https://www.csl-group.com/resources/my-base-app-2-0/>). Alternatively, when in the quiescent/normal state, you can press button A to toggle to the connectivity menu. Once there, LED 1 (first path) will show you the signal strength. We recommend a solid green LED (40% or 4/10 and above).

Q. Does my unit have a roaming SIM?

A. Yes, all DigiAir Pro 3 Radio devices come with 2 Roaming 4G SIMs

Q. My signal strength is 30% (3/10) or less or my LED is orange/red. What can I do to improve it?

A. You can improve this by:

- Avoid coiling the aerial cable
- Moving the aerial away from electrical equipment/wiring
- Moving the aerial to a higher point on the property or closer to a window/door

LAN TROUBLESHOOTING ONLY**Q. Why is my LAN path not working if my ETH LED is flashing green?**

A. This means the device can see it is connected to the customer's router, but there is a network configuration error. This type of fault can be due to the below:

- The network administrator has not amended the firewall rules as required. The required information can be found in the "Customer IT Survey Form" in the [CSL Live](https://www.csl-group.com/support/csl-live/) (<https://www.csl-group.com/support/csl-live/>) section.
- If the device requires static IP addresses and these have not been added to the "Edit LAN Config" section of My Base. As standard, the site records are set up with DHCP.

Q. Why is my ETH LED not flashing if I have connected the ethernet cable to the device?

A. This means the device is not able to see a physical connection. We would advise testing the RJ45 ethernet cable and also making sure the port the cable is plugged into is live and not disabled/suspended.

Q. Does my device require static IP addresses?

A. No, it will also work with DHCP.

Q. Does the DigiAir Pro 3 support any type of negotiation speed?

A. No, the DigiAir Pro 3 will only support negotiation speeds of up to 100Mbps.

Fire Guide

The DualCom Pro Fire Quick Guide can be found [here](https://www.csl-group.com/support/dualcom-pro-fire/?tab=quick-guide). (<https://www.csl-group.com/support/dualcom-pro-fire/?tab=quick-guide>)

Technical Specs

Technical Specifications

Dimensions	Radio: 75 mm (h) x 115mm (w) x 16mm (d) LAN: 75mm (h) x 115mm (w) x 23mm (d)
Weight	106g excluding aerial
Temperature	-10 °C to + 55 °C
Humidity	0 – 90% non-condensing
Mounting	Via fixing points under main cover
Warranty	Please refer to our terms and conditions (https://www.csl-group.com/terms-and-conditions/).
Power Requirement	10 – 35 Volts. In order to maintain compliance with requirements for electrical safety, the Dualcom Pro should always be powered from a fused supply with the following rating: • For a 12V DC system (supply voltage in the range 10 Volts DC to 14 Volts DC) a fuse rated at 1.25 • For a 24V DC system (supply voltage in the range 20 Volts DC to 35 Volts DC) a fuse rated at 600 mA If the power source is not limited to these values, then a fuse with the correct rating must be fitted in line with the positive connection from the power source. The SPT will shut down on detecting a low supply of 7.6 Volts DC +/- 0.5 Volts DC
Current Consumption	DigiAir Pro 3 Radio attached to Security Panel: 66 mA (average value) DigiAir Pro 3 Radio attached to Fire Panel: 55 mA (average value) DigiAir Pro 3 LAN attached to Security Panel: 78 mA (average value) DigiAir Pro 3 LAN attached to Fire Panel: 62 mA (average value)

Radio Path	2G, 3G, 4G
Output Ratings	Maximum applied voltage = 60V Maximum current = 150mA
Aerial	50 ohms (nominal) on MMCX socket
Operation Method	Store and forward
CIE Interconnections	Input triggering (standardised parallel), RS232, RS485, TTL
RCT Protocols	Surgard MLR2
Input Terminals	Max +30 Volts, Min 0 Volts DC (reference supply 0V) with a + or - 40% change for > 200ms.
User Serviceable Parts	There are no serviceable parts within the DualCom Pro Range
Applicable Standards	Suitable for use in alarm systems complying to: • EN50131-1:2006+A1:2009+A2:2017+A3:2020 • EN50136-1:2012+A1:2018 • PD6662:2017 • PD6669:2017 Emissions Standard – Radio Equipment Directive 2014/53/EU (RED) EN 50130-5 Environmental Class II ATS Classification EN 50136-2:2013 SP2, SP3, SP4 ATS Configuration EN 50131-10:2014 Type Y ATS Classification EN 50136-1-1:1998 • Radio D3, M3, T4, S2, I3, A4 (ATS5) • LAND3, M3, T5, S2, I3, A4 (ATS5)

Safety Information:

This equipment is intended for professional installation only.

The **DualCom Pro 3** shall be installed within an enclosure or control panel that provides compliance with the applicable system safety standards. The device is designed to be powered from a limited power source (SELV).

Installation and operation shall be carried out in accordance with the instructions provided. Incorrect installation or operation may compromise safety and regulatory compliance.

The product contains radio transmitters. It shall be installed and operated in accordance with the instructions to ensure compliance with applicable electromagnetic field (EMF) exposure limits.

Do not attempt to open, modify, or repair this equipment.

Regulatory Compliance – Radio Equipment Directive (RED)

Hereby, CSL DualCom Ltd declares that the **DualCom Pro 3** radio equipment type is in compliance with Directive 2014/53/EU (Radio Equipment Directive).

The product fulfils the essential requirements of the Directive:

- Article 3.1(a): Health and safety
- Article 3.1(b): Electromagnetic compatibility
- Article 3.2: Effective use of the radio spectrum

The full text of the EU Declaration of Conformity is available from the manufacturer (CSL DualCom Ltd) [here](https://www.csl-group.com/contact-us/).
(<https://www.csl-group.com/contact-us/>)

DIGIAIR PRO 3

PATH	AVAILABLE GRADES	WHAT'S IN THE BOX	PART NUMBER
Radio	SP2	DigiAir Pro 3, serial cable & small aerial	CS.51.R2
LAN	SP2, SP4	DigiAir Pro 3, serial cable & small aerial	CS.51.L2, CS.51.L4


24
CS.51.HWR.03 / CS.51.HWL.03
CSL DualCom Ltd. Building 4, Croxley Park, Hatters Lane, Watford, WD18 8YF
KIWA 0063-CPR-242190032/00

EN 54-21:2006

Fire detection and fire alarm systems / Alarm transmission and fault warning routing equipment

EN 50131-10:2014

EN 50136-1:2012/A1:2018

EN 50136-2:2013

PD6662:2017 / PD6669:2017

Type of transmission system: Fire

Safety – Type 1

Security – SP2, SP3, SP4, SP5

Security Grade: 1– 4 depending on the
I&HAS housing in which it is installed.

Environmental Class: II

Certification Body: Kiwa Nederland B.V.

www.csl-group.com

Panel Guides

Generic Guides

(2)

(<https://www.csl-group.com/panel-guides/?guide=generic-guides>)

Advanced

(2)

(<https://www.csl-group.com/panel-guides/?guide=advanced>)

Alphatronics

(1)

(<https://www.csl-group.com/panel-guides/?guide=alphatronics>)

Carrier

(12)

(<https://www.csl-group.com/panel-guides/?guide=carrier>)

DSC

(2)

(<https://www.csl-group.com/panel-guides/?guide=dsc>)

Eaton

(7)

(<https://www.csl-group.com/panel-guides/?guide=eaton>)

FireClass

(1)

(<https://www.csl-group.com/panel-guides/?guide=fireclass>)

GSD

(1)

(<https://www.csl-group.com/panel-guides/?guide=gsd>)

Hills

(1)

(<https://www.csl-group.com/panel-guides/?guide=hills>)

HKC

(3)

(<https://www.csl-group.com/panel-guides/?guide=hkc>)

Honeywell

(9)

<https://www.csl-group.com/panel-guides/?guide=honeywell>

IFAM

(1)

<https://www.csl-group.com/panel-guides/?guide=ifam>

Inim

(2)

<https://www.csl-group.com/panel-guides/?guide=inim>

InnerRange

(1)

<https://www.csl-group.com/panel-guides/?guide=innerrange>

Kentec

(1)

<https://www.csl-group.com/panel-guides/?guide=kentec>

Ksenia

(1)

<https://www.csl-group.com/panel-guides/?guide=ksenia>

NOX

(1)

<https://www.csl-group.com/panel-guides/?guide=nox>

Orisec

(1)

<https://www.csl-group.com/panel-guides/?guide=orisec>

Panasonic

(1)

<https://www.csl-group.com/panel-guides/?guide=panasonic>

Paradox

(1)

<https://www.csl-group.com/panel-guides/?guide=paradox>

Pyronix

(5)

<https://www.csl-group.com/panel-guides/?guide=pyronix>

RCO

(1)

(<https://www.csl-group.com/panel-guides/?guide=rco>)

RISCO

(5)

(<https://www.csl-group.com/panel-guides/?guide=risco>)

Schneider

(1)

(<https://www.csl-group.com/panel-guides/?guide=schneider>)

Siemens

(1)

(<https://www.csl-group.com/panel-guides/?guide=siemens>)

SystemHouse

(1)

(<https://www.csl-group.com/panel-guides/?guide=systemhouse>)

Texecom

(2)

(<https://www.csl-group.com/panel-guides/?guide=texecom>)

Tyco

(1)

(<https://www.csl-group.com/panel-guides/?guide=tyco>)

Vanderbilt

(2)

(<https://www.csl-group.com/panel-guides/?guide=vanderbilt>)

Visonic

(1)

(<https://www.csl-group.com/panel-guides/?guide=visonic>)

UDL Guides

DSC

(1)

<https://www.csl-group.com/udl-guides/?guide=dsc>

Eaton

(1)

<https://www.csl-group.com/udl-guides/?guide=eaton>

HKC

(1)

<https://www.csl-group.com/udl-guides/?guide=hkc>

Honeywell

(1)

<https://www.csl-group.com/udl-guides/?guide=honeywell>

Orisec

(1)

<https://www.csl-group.com/udl-guides/?guide=orisec>

Pyronix

(1)

<https://www.csl-group.com/udl-guides/?guide=pyronix>

RISCO

(1)

<https://www.csl-group.com/udl-guides/?guide=risco>

Texecom

(1)

<https://www.csl-group.com/udl-guides/?guide=texecom>

FAQs

What is the standard pin setup of the DigiAir Pro 3?

As standard, the device is triggered by removing or applying zero volts to input terminals 1-8. No external pull-up resistors will be required. This is usually achieved via the digital communicator outputs of a control panel.

If you need to use a positive applied/removed, you can toggle the pin bias via the MyBase app or contact technical support so that they can amend the bias of the device.

How do I know if my device has started to commission?

Once the device is powered-up, you should see activity on LEDs 1, 2 and 3. When the device has commissioned, all 3 LEDs will go green for 5 seconds. The device will then reboot.

Once the device has completed its commissioning process, only LED 3 (device status) will be active whilst in Quiescent/Normal state.

You can also check the status of your device on the My Base App.

What is the standard setup of the DigiAir Pro 3 fault output?

Both outputs can be configured as either N.O or N.C as required.

Output 1 is defaulted to indicate a total path fail condition to the control panel (but it can be reconfigured to indicate another path failure type).

Output 2 can be used to indicate a path fail condition or be used as a manual trigger.

To make any amendments, please use the MyBase app or contact technical support.

How can I carry out a path test?

To perform a test all paths, make sure your device is in Quiescent/Normal state and then tap the C button once. LED 3 will flash to show signals are being sent.

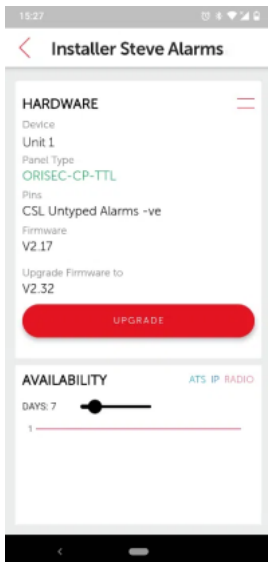
Is it possible to invert the polarity of just one pin?

No, all pins must either be negatively applied/removed or positively applied/removed. There cannot be a mixture of negative and positive.

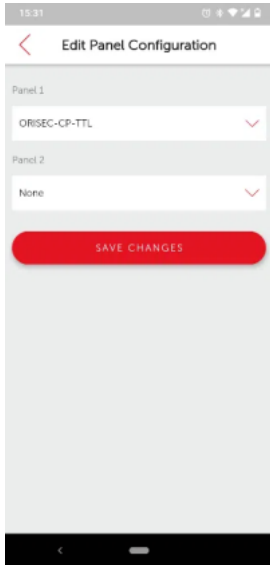
Why am I not receiving SIA signals from my panel?

Your device will come pre-configured without a panel connection type (pins only). To enable the serial connection to a control panel, go to My Base and select the panel type.

1. To do this, follow the below steps:
2. Go to the hardware. Click on the “hamburger” icon and select “edit panel”.



3. Select the correct panel type in panel 1 and then click on “save changes”.



4. Your device will upload its configuration and reboot. Once the reboot has taken place, you should start receiving signals from the control panel.

If you are not receiving signals, make sure you have completed the panel programming steps detailed in the [panel guide](https://www.csl-group.com/panel-guides/) for that particular control panel.

Why are pin alarms not coming through on the alarm log?

As standard, the device is triggered by removing or applying zero volts to input terminals 1-8. If you are using a positive applied/removed to trigger the pins, you will not see any pin alarms in the alarm log until the bias of the device has been changed.

To change the input from negative removed or applied to positive removed or applied, change the pin bias via MyBase under the “Hardware” menu and use the A+ terminal instead of RTN.

Alternatively, please contact technical support for assistance.

How do I add a panel to my DigiAir Pro 3?

You can add a panel profile via My Base under the “Hardware” menu and select “Edit Panel”. Please note that you only need to set panel 1 (please leave panel 2 blank).

If you are not sure which panel profile to select, please locate the [panel guide](https://www.csl-group.com/panel-guides/) for your specific panel, as this will confirm which panel profile you need to select.

How do I carry out the pins self-learn feature on the DigiAir Pro 3?

- Ensure all required pins are in a restore/quiescent state and you are out of the device menu.
 - Whilst in Quiescent/Normal state, press and hold the C button for 5 seconds.
 - LED 3 will flash red twice once completed.
-

Can I use the onboard serial connection as well as pin triggering at the same time with the DigiAir Pro 3?

Yes, you can.

What is the My Base App?

The My Base App is a self-service management platform for the newest generation of CSL devices. For DualCom Pro, Pro 2 & Pro 3 devices. You can check your signal strength, request regrades, send test alarms, view availability graphs, edit panel profiles, upgrade firmware and view alarm logs.

My signal strength is less than 30% (3/10) or my LED is orange/red. What can I do to improve it?

For all radio variants:

- Avoid coiling the aerial cable
 - Move the aerial away from electrical equipment/wiring
 - Move the aerial to a higher point in the property or closer to a window/door
-

Does my unit have a roaming SIM?

All DigiAir Pro 3 Radio-only devices come with 2 roaming 4G SIMs.

How can I check the signal strength of my Radio only device?

You can check the signal strength of the radio path on a commissioned device via the My Base App. Alternatively, when in the quiescent/normal state, you can press button A to toggle to the connectivity menu. Once there, LED 1 will show you the signal strength. We recommend a solid green LED (40% or 4/10).

How can I fail my signalling paths without having to disconnect them?

Press and hold B to fail the primary path or C to fail the secondary path. The path will stay in fail for 15 mins unless you tap B or C again to restore the applicable path.

My log in credentials aren't working on My Base, what shall I do?

Resetting your password will restart the multi-factor authentication process and resolve most issues with logging on. If you're not receiving an email or text with your one-time access code, you'll need to call CSL Technical Support to update your contact details, please call +44 (0) 1895 474 444.

Which Authenticator Apps work with My Base?

Here is a list of commonly used authenticators approved by CSL:

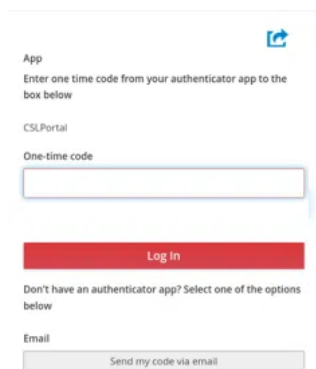
- Google Authenticator
 - Microsoft Authenticator
 - LastPass Authenticator
 - 2FA Authenticator (2FAS)
 - Aegis Authenticator
 - Authy
 - Due Mobile
 - IBM Security Verify
 - Free OTP
-

How do I setup Multi-Factor Authentication on the My Base App?

For security, multi-factor authentication (MFA) is now required to use the My Base App. MFA drastically increases security on our platform and requires users to authenticate themselves via their username/password and with a time-limited code (each code expires after 60 seconds). This code is obtained via an Authenticator App, email or SMS. New authentication is required **once every 30 days** if the user **logs out** or if we **update CSL Live**.

How it works:

1. Log in to My Base as normal with your username and password.
2. Receive a code via an Authenticator App, email or SMS.
3. Enter the code within My Base.
4. You are now securely logged in.



The screenshot shows the login interface of the My Base App. At the top, there is a blue icon of a smartphone with a checkmark. Below it, the text reads: "App Enter one time code from your authenticator app to the box below". Underneath, it says "CSL Portal". Then, there is a label "One-time code" followed by a text input field. Below the input field is a red "Log in" button. At the bottom, there is a link that says "Don't have an authenticator app? Select one of the options below". Under this link, there is a label "Email" and a button that says "Send my code via email".

If you have any issues with the steps above, resetting your password will restart the authentication process. If the issue persists and you require support, call CSL Technical Support at +44 (0) 1895 474 444.

How do I gain access to the My Base App?

Once you've installed My Base from your applicable App Store, please complete the registration form on [this page](https://www.csl-group.com/resources/my-base-app-2-0/) (https://www.csl-group.com/resources/my-base-app-2-0/).

For security, we'll contact you to authorise your request and set the appropriate permission levels for your My Base account. Once approved, we'll send you your login credentials.

Need Support? Call CSL Technical Support at +44 (0) 1895 474 444.

Useful Information

[Customer IT Survey Form](https://www.csl-group.com/customer-it-survey-form/) (https://www.csl-group.com/customer-it-survey-form/)

[CSL Remote Manager](https://www.csl-group.com/support/csl-remote-manager/) (https://www.csl-group.com/support/csl-remote-manager/)

[Alarm Signalling Standards](https://www.csl-group.com/alarm-signalling-standards/) (https://www.csl-group.com/alarm-signalling-standards/)

[One-Time Access](https://mybase.csl-group.com/new-install) (https://mybase.csl-group.com/new-install)

Customer IT Survey Form

The [Customer IT Survey Form](https://www.csl-group.com/customer-it-survey-form/) (https://www.csl-group.com/customer-it-survey-form/) may be required when ordering LAN + Radio or LAN only devices.

The DualCom Pro will require an IP address to be allocated to it by the customer's network administrator.

Aerial Fitting Guide

WHEN COMPLETING AN UPGRADE OR REPLACEMENT ON AN EXISTING INSTALLATION, PLEASE ENSURE YOU ALWAYS USE THE AERIAL SUPPLIED WITH THE NEW DEVICE.

THIS WILL ENSURE THE BEST MOBILE SIGNAL FOR YOUR INSTALLATION. SOME OLDER AERIALS DO NOT PROVIDE ACCESS TO 4G AND, IF USED, COULD LEAD TO SIGNAL-RELATED ISSUES AND FAILURES.

We encourage you to complete the following steps to ensure your DualCom Pro achieves the best possible signal.

- **Step 1** – Use a Signal Analyser to determine the optimum location for the aerial/s and follow the advice from the Signal Analyser section below.
- **Step 2** – If you do not have a Signal Analyser, power up the DualCom Pro, connect the aerial/s, go through the commissioning process and check the signal strength before permanently fitting the aerial. We recommend a signal strength on the DualCom Pro of at least 3 (30%) or above.

STEPS 3 & 4 ARE ONLY FOR IF YOU ARE FITTING A DUAL RADIO AERIAL.

PLEASE SKIP TO STEP 5 IF YOU ARE FITTING A SINGLE RADIO AERIAL.

- **Step 3** – If you are using a dual radio product, make sure that both aerials are at least 2 metres apart.
- **Step 4** – If using a dual radio product, position the aerials in a vertical orientation.
- **Step 5** – Keep your devices' aerial/s cables away from high voltage cables or any other aerial cables.

- **Step 6** – Keep your aerial/s in an open space and 1 metre away from large metal objects or sources of interference (i.e. wiring, lighting, electrical installations, computers, control panels, fuse boards, routers, etc.)
- **Step 7** – Do not tightly coil any excess aerial cable. Try and make large loops if possible.

See below for examples of good and bad single & dual aerial set-ups.

Figure 1 – Single Aerial Installs Good & Bad

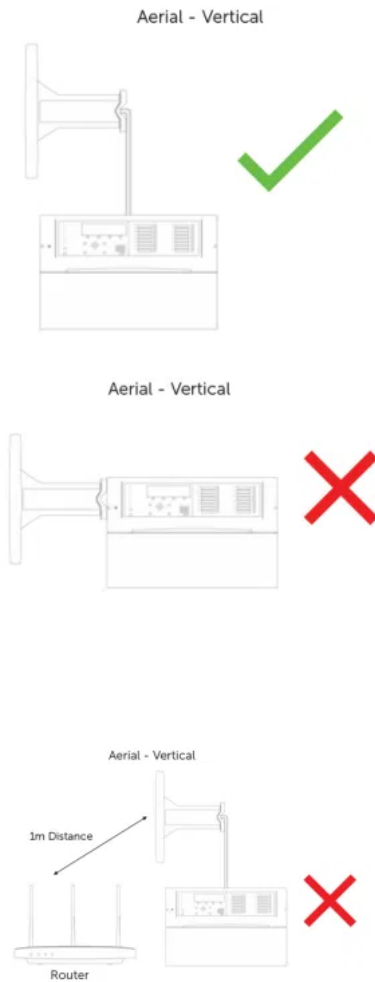
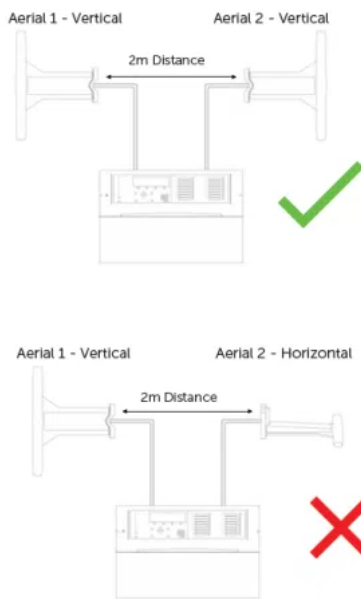


Figure 2 – Dual Aerial Installs Good & Bad



CSL SIGNAL ANALYSER – CS2389

Using a [CSL Signal Analyser](https://www.csl-group.com/support/csl-signal-analyser/), you must ensure that there are enough base stations (2 or more) available at the site and that they can supply sufficient signal strength (30% and above). This device will help determine the optimum location for the DualCom's aerials to be mounted.

CSL Remote Manager

More information about the CSL Remote Manager is [available here](https://www.csl-group.com/support/csl-remote-manager/).

LED Colour Status Guide

The LED Colour Status Guide can be found [here](https://www.csl-group.com/led-colour-status-guide/).

Output Controls

BACKGROUND

With the launch of DigiAir Pro 3, Installers are now able to control the two outputs available on their device via My Base. This allows the Installer to configure the line fault output to their specific requirements, along with giving full control of the manual triggering of output 2.

Output controls will only appear on My Base for DigiAir Pro 3 devices and any future variants. For the original DualCom Pro, Installers are only able to invert the line fault output.

OUTPUTS

Output 1 is for line failure reporting to the control panel. It can be configured to trigger in the following instances:

Path fail – both paths	The line failure will be reported once both the primary and secondary interfaces are down for the given period allowed. This is the default for all dual-path systems.
Path fail – either path	The line failure will be reported once one of the primary or secondary interfaces are down for the given period allowed. It does not matter which interface is down.
Path fail – primary path	The line failure will be reported once the primary interface is down for the given period allowed. The status of the secondary interface is not reported in this mode. This is the default for all single-path systems.
Interface status mode	Do not use – this is for future use
None	Output 1 is disabled

Output 2 is used for manually operating an output. This can be used for controlling electronic equipment such as remotely opening gates/garage doors, resetting routers, turning on/off lights, etc). Both output 2 can be set to the following:

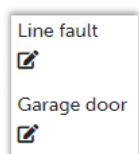
Manual	Upon clicking the N.O or N.C button, the output will change state.
None	Output 2 is disabled.

OUTPUT LABELS

Each output can be labelled individually to ensure Installers do not need to remember which output operates each function.

To edit the output name, click on the edit icon . To change the text, you must overwrite the existing text and click . You can exit renaming by pressing .

Example of renaming outputs:



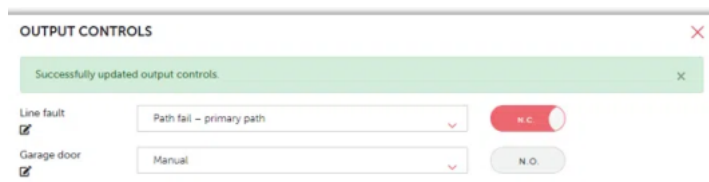
MANUAL TRIGGERING (LATCHING)

Once output controls are selected within My Base, the status of each output will be updated and shown to the user.

To trigger the output, ensure that the relevant output (2) is set to 'manual' and click on the N.O/N.C button. Clicking the button will invert the output from its current state and stay like that until the button is clicked again (this is called latching).

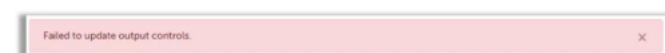
It is not possible to pulse the output for a period. This is where the output inverts for a given period (e.g. 1 second) and reverts to its original state once the timer has expired.

Example of output control screen:



If the status cannot be obtained it will be shown on the screen. This is likely to be because the device is not currently online, or the user has pushed the N.O/N.C button several times in quick succession.

Example of failure to retrieve output state:



Alarm Signalling Standards

Significant changes have been made to alarm signalling standards and terminology. Grades 2, 3 and 4 now have Single Path (SP) and/or Dual Path (DP) equivalents. The reporting times for catastrophic failures have also changed. Our Alarm Signalling Range operates to these standards and in some cases exceeds them.

Visit [this page](https://www.csl-group.com/alarm-signalling-standards/) (https://www.csl-group.com/alarm-signalling-standards/) to see how the old and new standards apply to current CSL products.

Power Supplies

If you require a Power Supply Unit (PSU) for your installation, our partners, Elmdene, provide a suitable solution.

Visit their website for more information about the [Li-Power PSU](https://www.elmdene.co.uk/lithium/battery-power/li-power/) (https://www.elmdene.co.uk/lithium/battery-power/li-power/).

CSL Live & the My Base App

Please visit the dedicated Support pages for more information about [CSL Live](https://www.csl-group.com/support/csl-live/) and the [My Base App](https://www.csl-group.com/support/my-base/).

Technical Notes

Overview

Learn about the latest technical updates and firmware releases.

16:07:26 All Products

DualCom Pro 3 Firmware V3.6.2

Firmware V3.6.2 has now been released on My Base for DualCom Pro 2 devices.

This supersedes v3.5.7 and will be the default version for units shipping from the factory shortly.

This release provides performance improvements for the DualCom Pro 2 devices.

Enables Texecom Panels to include/in the zone description.

Adds support for AC Trouble/Restore alarms in dial capture.

Adds a SIA alarm when manual relay state is switched.

17:06:25 DualCom Pro Fire

PinLearn Confirmed Fire

This update enables DualCom Pro devices to monitor pins 1, 2 and 3 in EOL mode.

Traditionally in the UK, Fire panels have connected up pins 1 and 2 in EOL mode for the DualCom Pro for monitoring by the ARC.

BS5839-1 2025 advises that: *"In some areas of the UK, the local fire and rescue service does not attend calls arising from the actuation of a fire detection and fire alarm system unless a fire is confirmed. Details of these policies vary from one fire and rescue service to another".*

We have introduced a new pin profile to allow the Installer to configure the DualCom Pro device to deliver these notifications.

Usage

When installing a DualCom Pro Fire, use My Base to modify the pin profile to Confirmed Fire.

The DualCom Pro will have pins 1 – 3 configured to operate in EOL mode. All other pins will continue to operate in normal mode.

If you also require pin 3 to cause output relay 1 to trigger a fault to the panel if it is tampered with, please contact Tech Support.

21:02:25 DigiAir Pro 3

Firmware v3.5.2

Firmware V3.5.2 has now been released on My Base for DigiAir Pro 3 devices.

This supersedes v3.3.1 and will be the default version for units shipping from the factory shortly.

The release improves the stability of the DigiAir Pro 3 devices, in particular the DigiAir Pro 3 Radio.

It also adds the capability to do Panel Initiated UDL with the Pyronix Dial Capture integration.

20:11:23 All Products

Contact ID Alarm Protocol

The DualCom Pro range supports Intruder Panels using SIA, Fast Format and Contact ID protocols.

When integrating the DualCom Pro range with an Intruder Panel, our recommendation is to use either SIA or Fast Format (6.8.1, 6.16.1 or 6.32.1) protocols.

If Contact ID is to be used to pass events to the ARC, please be aware that it will only use the least significant 4 digits of the ARC account ID. The ARC must supply this prior to installation.

If the ARC does not support this then one of the other signalling formats should be used.

For reference, please see the below breakdown of a Contact ID alarm message constructed from several fixed length message blocks.

These are defined as follows:

18AAAAQXYZGGCCC

Where:

18 – Contact ID type identifier.

AAAA signalling ID – 4-digit account number.

Q – Event type – E (new alarm event), R (new restore event) or P (previously reported alarm).

XYZ – Event number – Defines the type of event that has occurred.

GG – Area number – Set to 00 if no areas defined.

CCC – Zone or User Number – Dependent on the type of event defined by the event number.

This fixed length account number field restricts the required 6-digit account number entered in the intruder panel being presented to the Alarm Receiving Centre. Resulting in events being misinterpreted.

08:11:23 DigiAir Pro 3

Firmware v3.3.1

Firmware V3.3.1 has now been released on My Base for DigiAir Pro 3 devices.

This supersedes v3.0.1 and will be the default version for units shipping from the factory shortly.

The release improves the stability of the DigiAir Pro 3 devices, in particular, the DigiAir Pro 3 Radio.

It also includes a fix for non-encrypted DC09 panels and changes to support Linx.

23:08:23 All Products

PinLearn EOL Pins 1-12

Enables DualCom Pro devices to monitor all pins in EOL mode rather than just pins 1 and 2.

Traditionally in the UK, Fire panels have connected up pins 1 and 2 in EOL mode for the DualCom Pro to monitor.

Recent changes in legislation in Scotland have resulted in requests for additional pins to be monitored to allow, for example, Confirmed Fire to be communicated to the ARC. This new pin profile enables the Installer to configure the CSL DualCom Pro device to deliver this.

Usage

When purchasing a DualCom Pro Fire, it will be configured to use a pin profile of PinLearnFire. This and PinLearnFire No-A Block are configured to put pins 1 and 2 in EOL mode.

Pin Profile PinLearn EOL Pins 1-12 is configured to put all 12 pins on a DualCom Pro 2 and all 8 pins on a DigiAir Pro 3 into EOL mode.

This does not affect the monitoring for tamper and short circuit in Fire mode which, by default, is pins 1 and 2. If you require additional pins to be monitored for tamper and short circuit then currently this needs to be configured by Tech Support.

Similarly, output relay 1 will only trigger by default if pins 1 and 2 are triggered with. If an additional pin should trigger output relay 1 then this needs to be configured by Tech Support. Making this change will also result in any additional pins reporting ARC Ack on output relay 2.
