

PRODUCT SUPPORT

DigiAir Pro

Updated September 11, 2026



DigiAir Pro uses either a LAN or Radio path to signal an alarm. The Radio variant 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.

Latest information

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

Quick Guide

DigiAir Pro Quick Guide

DigiAir Pro is part of the DualCom Pro range. For the relevant Quick Guide, please visit the [GradeShift Pro](https://www.csl-group.com/support/gradeshift-pro-2/gradeshift-pro/) (<https://www.csl-group.com/support/gradeshift-pro-2/gradeshift-pro/>) section.

Technical Specs

Technical Specifications

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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

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

IFAM

(1)

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Inim

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InnerRange

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Kentec

(1)

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

Ksenia

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

NOX

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

Orisec

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

Panasonic

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Paradox

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Pyronix

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

RCO

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

RISCO

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Schneider

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Siemens

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SystemHouse

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Texecom

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

Tyco

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Vanderbilt

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

Visonic

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

FAQs

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DigiAir Pro is part of the DualCom Pro range. For the relevant FAQs, please visit the [GradeShift Pro](https://www.csl-group.com/support/gradeshift-pro-2/gradeshift-pro/) (<https://www.csl-group.com/support/gradeshift-pro-2/gradeshift-pro/>) section.

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

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<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>

Useful Links

[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.

CSL Remote Manager

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

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.

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/) (https://www.csl-group.com/support/csl-live/) and the [My Base App](https://www.csl-group.com/support/my-base/) (https://www.csl-group.com/support/my-base/).