

PRODUCT SUPPORT

DualCom Pro 4

Updated October 23, 2026



Wireless 4G dual and single-path signalling at any grade, with unrivalled management tools. Our market-leading signalling solution utilises a combination of Radio and/or LAN paths to signal an alarm. For Radio variants, each SIM operates on an independent network from the other for total resilience. The entire DualCom Pro 4 range is 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/).

GradeShift Pro 4 Radio/Radio uses two active 4G WorldSIMs, on two separate radio modules, one as the primary and one as the secondary path. A third standby SIM acts as a backup to the primary SIM on the primary path. GradeShift Pro 4 LAN/Radio uses LAN connectivity for its primary path and a 4G WorldSIM as its secondary path. A standby WorldSIM is also supplied for this variant. DigiAir Pro 4 Radio is supplied with one active and one standby SIM as a backup to safeguard your system, whilst a LAN-only variant is also available.

Latest information

<https://www.csl-group.com/support/dualcom-pro-4/>

Quick Guide

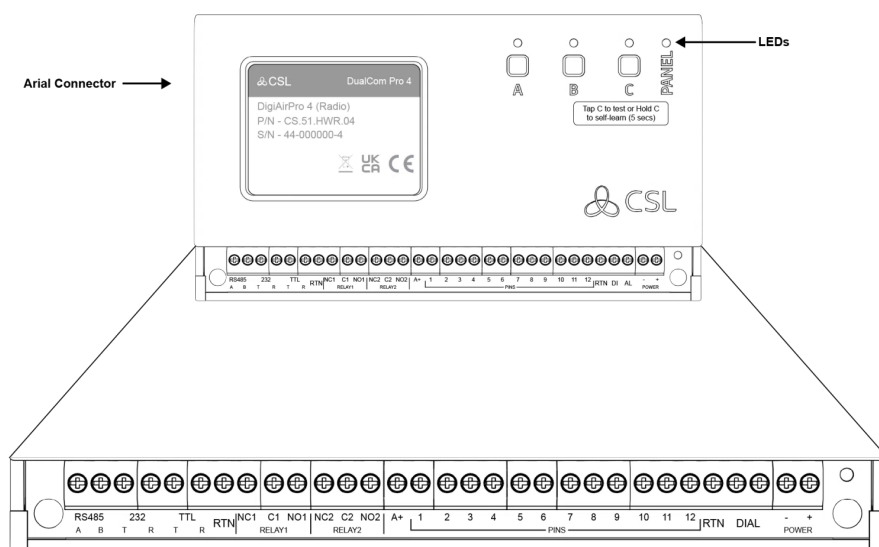
Introduction

The DualCom Pro 4 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, pin triggering or dial capture, DualCom Pro 4 is compatible with a wide range of control equipment, including systems installed to EN50136 & PD6662. The range consists of:

- DigiAir Pro 4 Radio and DigiAir Pro 4 LAN – our single-path solutions that utilise either a Radio path or LAN to signal an alarm.
- GradeShift Pro 4 LAN/Radio and GradeShift Pro 4 Radio/Radio – our dual-path solutions that provide greater resiliency.

Figure 1 – Exploded View of DualCom Pro 4:



Initial Setup

Step 1 – Site Preparation

DualCom Pro Radio Modules

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 Dual Pro's aerial to be mounted.

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

If you go through the commissioning process, then once commissioned, you can check your Signal Strength and Quality via our [My Base App](https://www.csl-group.com/resources/my-base-app-2-0/) or use Button A on the DualCom Pro 4.

Press the A button to show the signal strength:

- LED 1 should be green to show an acceptable level of Radio signal/quality.
- LED 2 should be green to show an acceptable level of the second Radio signal/quality (where fitted).

See the **View Signal Strength** section for more information.

DualCom Pro Ethernet Modules

Fit the Ethernet Adapter to the DualCom Pro 4 and connect an Ethernet cable from the adapter to the LAN socket provided by the customer.

Note: Only the Ethernet Adapter provided with the DualCom Pro 4 should be used. If additional Adapters are required, they are available in the DualCom Pro 4 Accessories category in Shop.

You will hear a click when the Ethernet Adapter has been correctly connected to the DualCom Pro 4.

DualCom Pro uses DHCP as the default IP settings. Fixed IP settings can be configured or amended using the My Base App.

Ensure the customer's LAN socket is live and their network allows access to the CSL servers. For additional information on these requirements, please see our [Customer IT Survey Form](https://www.csl-group.com/customer-it-survey-form/).

Once the DualCom Pro has been powered up, the LEDs in the Ethernet adapter will flash between red, amber and green to indicate the connection is operational, and data is being seen on the local network link.

See **Network Troubleshooting** if this is not working as expected.

Step 2 – Installation

The DualCom Pro must be installed within an enclosure suitable for the installation certification. The unit should be fixed securely using the magnets or adhesive pads supplied in the box.

Before proceeding, ensure the alarm panel or PSU is powered down.

Once the DualCom Pro 4 is in position, ensure:

- The aerial is connected and/or the Ethernet cable is installed, as appropriate.
- The aerials are positioned correctly.

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, for example, wiring, lighting, electrical installations, computers, monitors, routers and other equipment.

Wire the DualCom Pro in this order.

- Negative (-) power
- Positive (+) power
- 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 from the panel to the device – see the **Pin Triggering** section for more information.
- Connect the fault output to the panel

Restore power to the alarm panel or PSU.

Step 3 – Commissioning

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

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

LED 1	LED 2	LED 3
		
Power	Comms Path	Commissioned

Figure 2 – Commissioning complete

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

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

Figure 3 – Quiescent/Normal State

Please refer to Troubleshooting if any other condition is indicated on the LEDs.

Configuration

Configuring the DualCom Pro

All device configurations can be performed using the My Base App or website. 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](https://mybase.csl-group.com/). (<https://mybase.csl-group.com/>)

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.

Panel Integrations

Your device will come pre-configured to connect to the panel using Pin Triggering. In My Base, it will show Panel info, Pins Only.

If Pin Triggering is not being used, then use the Edit Pins option to set Pin Profile to 'No Pins'.

See Pin Triggering below for more details on using the input pin.

A panel can also signal alarms to the DualCom Pro using:

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

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

Panel guides can be found by:

- Clicking the panel type (after selection) via the My Base App
- Visit the [Panel Guides](https://www.csl-group.com/panel-guides/) (<https://www.csl-group.com/panel-guides/>) section on our website.

Pin Triggering

For normal operation, the device is triggered by removing or applying zero volts (ground) to each of the input terminals. No external pull-up resistors are required. Use My Base's "Toggle Pin Bias" option if it should be triggered by positive volts.

For EN54 Fire Mode operation, pull-up resistors are required. See [DualCom Pro Fire](https://www.csl-group.com/support/dualcom-pro-fire/) (<https://www.csl-group.com/support/dualcom-pro-fire/>) on configuring the device in Fire Mode.

On receiving an event on the pin terminals, the DualCom Pro will generate the relevant messages and forward them via the Gemini Global Platform to the ARC.

In the default configuration, pin inputs 1, 2, 3, 5 – 12 generate SIA untyped alarms UA/UR8001 to 8008, for example:

- [#123456|NUA8001|AChannel 1 Alarm]
- [#123456|NUR8001|AChannel 1 Restore]

And pin input 4 generates SIA alarm OP/CL8004, e.g.

- [#123456|NOP8004|ASystem Set]
- [#123456|NCL8004|ASystem Unset]

Configuring Pin Inputs

To have the DualCom Pro self-learn the current panel input status, whilst in quiescent/normal state, press button C for 5 seconds. LED 3 will flash red twice once completed. The status of each pin will be sent to the Gemini Global Platform and ARC. Use [My Base](https://www.csl-group.com/support/my-base/) to confirm the messages are in the format expected.

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.

Configuring Output Relays

Each relay is a pair of switches that can be used to notify the panel of an event on the DualCom Pro.

By default:

- Relay 1 is configured to indicate that the DualCom Pro has detected a fault condition.

After commissioning, the switch between NO and C will be open, and the switch between NC and C will be closed. If a catastrophic fail is detected, then NO and C will close, and NC and C will open.

If the site is configured for Fire, then this behaviour is inverted.

- Relay 2 is used to indicate the ARC has acknowledged receipt of the alarm. It will pulse for 5 seconds.

Wire the outputs based on the panel zone to receive the correct notification.

Dial Capture

DualCom Pro simulates and replaces the phone line connection to the control panel's modem.

The control panel's 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, the DualCom Pro will capture the message and forward it, via the Gemini Global Platform, to the ARC.

The control panel's modem must have an ARC telephone number and ARC account number programmed for Dial Capture to work.

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

See the [Generic Dial Capture Panel Guide](https://www.csl-group.com/panel-guides/generic-guides/dial-capture/) for detailed setup instructions.

DC09 Ethernet Connections

If the DualCom Pro is using the onboard Ethernet connection for signalling, then an add-on Ethernet module should be installed for managing the panel connection. This can be ordered via the Installer Shop

See the [DC-09 TCP/IP Guide](https://www.csl-group.com/panel-guides/generic-guides/dc-09-tcp-ip/) (https://www.csl-group.com/panel-guides/generic-guides/dc-09-tcp-ip/) for detailed setup instructions.

Serial Panel Connections (RS232, RS485 and TTL)

See the [Panel Guides](https://www.csl-group.com/panel-guides/) (https://www.csl-group.com/panel-guides/) section for individual panel set-up instructions.

As standard, the DualCom Pro is supplied with a serial cable compatible with Honeywell (RS485), Orisec (TTL), Pyronix (RS232), Texecom (TTL) and HKC (TTL) panels. Other panel 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.

Manufacturer	Panel	Connection	Cabel Plug	Wire	Connector
Honeywell	Galaxy	RS485	4 Pin	Green	RTN
				Blue	RS485-B
				Red	RS486-A
Orisec	All	TTL	4 Pin	Green	RTN
				Blue	TTL-T
				Red	TTL-R
Pyronix	Euro-Enforcer	RS232	6 Pin	Green	RTN
				Blue	RS232-R
				Red	RS232-T
Texecom	Premier/Elite	TTL	5 Pin	Green	RTN
				Blue	TTL-R
				Red	TTL-T
HKC	1070/10270	TTL	4 Pin	Green	TTL-R
				Blue	RTN
				Red	TTL-T

Figure 4 – Panel Connection Information



6 Pin - Pyronix
5 Pin - Texecom
4 Pin Honeywell / Orisec / HKC

Figure 5 – Serial Cable (RS232/485/TTL)

Checking The Installation

Using The Buttons

Once commissioned, the DualCom Pro 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** above.

The LED colour indicates the current status:

- Green = path and system are OK
- Amber = one path in a dual-path installation is not working
- Red = error

From this state, you can:

- Press Button A to validate **Path Connectivity** to Gemini Global Platforms and validate Panel and ARC Handling of Path Failures.
- Press Button B to check the **LAN Connectivity** on the customer's premises.
- Press Button C to generate **Test Alarms**.
- Press and hold Button C to execute **Pin Self-Learn**.

The DualCom Pro 4 will return to the Quiescent/Normal state automatically after 15 minutes if no buttons are pressed.

Path Connectivity

Press Button A once to view the connectivity. LED 1 will show the status of the primary path. If a second path is configured, then LED 2 will show the signal/connectivity status of that path.

Radio Connectivity

The LED will show the signal/connectivity status of your primary 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.

LAN Connectivity

The LED 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	LED 2	LED 3
		
Primary Path	N/A	N/A

Figure 6 – Connectivity

Panel and ARC handling of Path Failures

This option enables the installer to demonstrate the behaviour of path failure messages being received at the ARC and the Panel.

Press Button A once to view connectivity, then:

- Press and hold Button A for 5 seconds to simulate both interfaces being down.

- Press and hold Button B for 5 seconds to simulate the primary interface being down.
- Press and hold Button C for 5 seconds to simulate the secondary interface being down.

LED 1 will show the primary interface, and LED 2 will show the secondary interface. They will be set to flash red to indicate the start of the process.

The DualCom Pro will send a SIA Communication Fail alarm to the ARC:

- YC9021 for both interfaces is down.
- YC9015 for the primary radio interface is down.
- YC9010 for the primary LAN interface is down.
- YC9032 for the secondary (radio) interface is down.

The appropriate line fault will also be triggered on the configured relay to notify the panel of the failure. Please check My Base for the relay configuration – the default is to signal the panel if both interfaces are down.

Press the appropriate button to stop the simulation. The DualCom Pro will send a SIA Communication Restored alarm to the ARC:

- YK9021, if both interfaces are down.
- YK9015, if the primary radio interface is down.
- YK9010, if the primary LAN interface is down.
- YK9032, if the secondary (radio) interface is down.

Press Button A to return to Quiescent/Normal State.

LAN Connectivity

This enables the installer to identify if there are any issues with the customer's IT firewall configuration, which may prevent the DualCom Pro from connecting to the CSL Servers.

Press Button B once to begin the test.

If there are no issues identified, then all three LEDs will be set to green.

LED 1	LED 2	LED 3
		

If there is no Ethernet cable/connection, then all three LEDs will be set to flash red.

LED 1	LED 2	LED 3
		

If no response was received from the DHCP server or there are errors with the IP address, DNS Server, Gateway and Network Mask, then LED 1 will be set to solid red.

LED 1	LED 2	LED 3
		

If the DualCom Pro 4 cannot resolve the IP address of the Gemini Global Platform, then LED 2 will be set to flashing red.

LED 1	LED 2	LED 3
		

If the DualCom Pro 4 cannot successfully ping the Gemini Global Platform, then LED 2 will be set to solid red.

LED 1	LED 2	LED 3
		

If the DualCom Pro 4 cannot communicate using UDP to the Gemini Global Platform, then LED 3 will be set to flashing red.

LED 1	LED 2	LED 3
		

If the DualCom Pro 4 cannot communicate over all its source ports (50561–50569), then LED 3 will be set to solid red.

LED 1	LED 2	LED 3
		

Press Button B once to return to Quiescent/Normal State.

Test Alarms

This option enables the installer to confirm that alarms are being received at the ARC.

Press Button C once from Quiescent/Normal State to send the Test Alarms.

LED 3 will flash once. Two test alarms (SIA NR) will be sent to the ARC.

- [#123456|NRP0001|ATest alarm over main socket]
- [#123456|NRP0002|ATest alarm over aux socket]

The DualCom Pro 4 will return automatically to the Quiescent/Normal State.

Pin Self-Learn

Press and hold Button C for 5 seconds from the quiescent/normal state. This will cause the DualCom Pro to perform a self-learn, where each pin is assumed to be in the restore state. This is captured and will be used to generate future alarms and restores.

The LED C will flash amber three times to indicate the start of the process. Each pin state will then be sent to the ARC, and the LED will flash once for each.

See **Pin Triggering** for more information.

Troubleshooting

Interpreting the LEDs

The LEDs provide summary information as to the state of the device.

	LED Off
	Red Flashing
	Red Solid
	Amber Flashing
	Amber Solid
	Green Flashing
	Green Solid

Figure 7 – LED Key

First Time LED Sequence

As the DualCom Pro 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 and then for the unit to reboot before configuring.

LED 1		LED 2		LED 3	
	No Power		No Comms		No Comms
	Power Start Up				Comms Path Found
	Power On				

					Fully Commissioned
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First Time Startup Sequence:

- LED 1 and 2 lit Amber.
- LED 3 will start flashing Amber once a communications path is up and it is talking to the Gemini Platform.
- All 3 LEDs will turn solid Amber to signify that the configuration has been successfully loaded

The device will then reboot and carry out the Normal Startup Sequence:

- LED 1 and 2 lit Green.
- LED 3 will start flashing Amber once a communication path is up and it is talking to the Gemini Platform.
- All 3 LEDs will turn solid Green to signify that successful communication has been established.

LEDs 1 and 2 will turn off, and LED 3 will show the state of communications. See figure 9.

Figure 8 – 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	
	An error was found on the device.
	No errors found, and the device is currently transmitting or receiving data.
	The device is in normal/quiescent state and is operating normally.

Figure 9 – Quiescent/Normal State LEDs

There is 1 additional LED labelled as PANEL.

LED	DESCRIPTION		LED DESCRIPTION
PANEL	Serial connection to the 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.

Figure 10 – Additional LEDs

Radio Troubleshooting

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

- Check the signal quality.
- 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.
- Purchase and fit a high-gain aerial.

LAN Troubleshooting

Why is my LAN path not working if my Ethernet Adapter LED is flashing green?

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](https://www.csl-group.com/customer-it-survey-form/) (<https://www.csl-group.com/customer-it-survey-form/>).

Please refer to "Checking The Installation", verifying the LAN connectivity for extra diagnostics.

Does my device require static IP addresses?

No, it will also work with DHCP.

Does the DualCom Pro 4 support any type of negotiation speed?

No, the DualCom Pro 4 will only support negotiation speeds of up to 100 Mbps.

Technical Specifications

Technical Specifications

Dimensions	LAN/Radio, Radio or LAN: 70 mm (h) x 125mm (w) x 16mm (d) Radio/Radio: 75 mm (h) x 125mm (w) x 16mm (d)
Weight	• 118g for Radio and LAN + Radio (excluding aerial and Ethernet dongle) • 135g for Dual Radio (excluding aeriels)
Temperature	-10 °C to + 55 °C
Humidity	0 – 90% non-condensing
Mounting	Via fixing points under main cover, magnetic adhesive strip or double-sided adhesive pads.
Warranty	5 years
Power Requirement	10 – 30 Volts DC To maintain compliance with electrical safety requirements, the DualCom Pro 4 shall always be powered from a fused SELV supply with the following ratings: • 12 V DC systems (10–14 V DC): Fast-blow fuse rated at 1.25 A • 24 V DC systems (20–30 V DC): Fast-blow fuse rated at 600 mA If the power source is not limited to these values, a suitably rated fuse must be fitted in line with the positive connection from the power source. The SPT will shut down on detection of a low supply voltage of 7.6 V DC $\pm$ 0.5 V DC.

Current Consumption	Radio only: - Average current: 95mA @ 12V - Peak current when connecting/connected: 132mA @ 12V LAN/Radio: - Average current: 104mA @ 12V - Peak current when connecting/connected: 144mA @ 12V
Radio Path	2G, 4G
Output Ratings	Maximum applied voltage = 35V Maximum current = 150mA
Aerial	50 ohms (nominal) on MMCX socket
Operation Method	Pass Through
CIE Interconnections	Input triggering (standardised parallel), Dial Capture, RS232, RS485, TTL, Ethernet. The connectors allow the use of 16–28 AWG cable.
RCT Protocols	SIA
Input Terminals	Max +30v, Min 0 volts DC (reference supply 0v supply) 100k
User Serviceable Parts	There are no serviceable parts within the DualCom Pro Range
Environmental	Class II

Applicable Standards	Suitable for use in alarm systems complying with: • EN50131-1:2006+A2:2017 • EN50136-1:2012+A1:2018 • PD6662:2017 • PD6669:2017 Emissions Standard • Radio Equipment Directive 2014/53/EU (RED) Environmental Standard • EN 50130-5 Environmental Class II ATS Configuration EN 50131-10:2014 Type Y ATS Classification EN 50136-2:2013 SP2, SP3, SP4 ATS Classification EN 50136-1-1:1998 • Radio D3, M3, T4, S2, I3, A4 (ATS5) • LAND3, M3, T4, S2, I3, A4 (ATS5)
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Safety Information:

This equipment is intended for professional installation only.

The **DualCom Pro 2/3/4** 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 2/3/4** 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 4

PATH	AVAILABLE GRADES	WHAT'S IN THE BOX	PART NUMBER
Radio	SP2	DigiAir Pro 4, serial cable & small aerial	CS.51.R2
LAN	SP2	DigiAir Pro 4, serial cable, Ethernet cable	CS.51.L2

GradeShift Pro 4

PATH	AVAILABLE GRADES	WHAT'S IN THE BOX	PART NUMBER
LAN + Radio	DP2, DP2+, DP3, DP4	GradeShift Pro 4, serial cable, aerial and ethernet cable	CS.53.LR2 CS.53.LR2P CS.53.LR3 CS.53.LR4
Radio + Radio	DP2, DP2+, DP3	GradeShift Pro 4, serial cable, 2 x aerial	CS.53.RR2 CS.53.RR2P CS.53.RR3


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DualCom Pro 4
CSL DualCom Ltd. Building 4, Croxley Park, Hatters Lane, Watford, WD18 8YF

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:
SP5 / DP4

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

Environmental Class: II

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

Texecom

(1)

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

RISCO

(1)

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

Pyronix

(1)

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

Orisec

(1)

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

Honeywell

(1)

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

HKC

(1)

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

Eaton

(1)

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

DSC

(1)

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

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.

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.

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/).

LED Colour Status Guide

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

Technical Notes

Overview

Learn about the latest technical updates and firmware releases.

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DualCom Pro 4 Firmware V1.5.1

Firmware V1.5.1 has now been released on My Base for DualCom Pro 4 devices.

This supersedes all previous releases and will be the default version for units shipping from the factory shortly.

This release provides performance improvements for the DualCom Pro 4 devices, and it is recommended that all units be upgraded to this release.
