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CSL Connected

IMPORTANT - YOU MUST INPUT YOUR 8 DIGIT CONNECTION ID NUMBER IN TO THE MAXPRO CLOUD. IF YOU ONLY HAVE A 6 DIGIT NUMBER TRY PREFIXING WITH 21 OR VIEW THE CONNECTION ID IN CSL MY BASE.

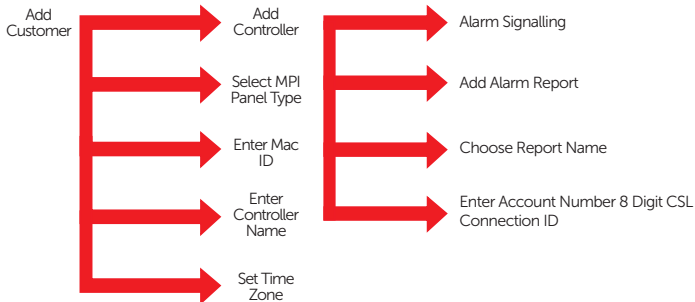
ARC CONNECTION

CSL Connected allows you to connect your Honeywell MAXPRO panel to your chosen ARC through the Honeywell MAXPRO Cloud.

Communication can be made in SIA format only, using either the panel's onboard LAN port as a single path device or both LAN and the 4G/LTE cell Radio as a dual path solution.

HONEYWELL MAXPRO CLOUD

Connect the panel to the internet using the panel's onboard LAN port and ensure you have unrestricted outbound traffic to port 5002.



Manage
Receivers



Add Receiver

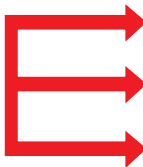
Add Receiver Certificate Name – Enter
MPICRX-TP-ef10c7d1-4445-47b8-bead-4d089b8201f1

Receiver Name – Enter CSL

Receiver Address Type – Enter URL

Receiver Address – Enter
honeywell-01.cslapi.com:5002/v1/security-alarmreceiver/Alarms/ProcessAlarms

Alarm
Signalling



Event Type – Set as appropriate

Alarm Receiver – Set primary receiver as CSL from dropdown list

Save

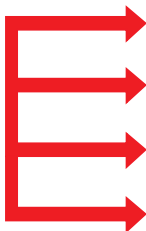
Customers



Site



Controllers



Communication Path

Path Supervision Times
(set per table)

GSM Setting (for dual path systems)

APN Name – Enter geminit2.m2m
(for dual path systems)

RECOMMENDED PATH SUPERVISION TIMES

Product	Primary Supervision Time	Backup
Single Path		
Radio only - SP2 coming soon	5 hrs	N/A
LAN only - SP2	5 hrs	N/A
Dual path		
LAN / Radio – DP1 (Europe only)	5 hrs	24 hrs
LAN / Radio – DP2	30 mins	24 hrs
LAN / Radio – DP2+ coming soon	10 mins	24 hrs
LAN / Radio – DP3 coming soon	3 mins	24 hrs

INSTALLER MENU PROGRAMMING

Programming should be via the MAXPRO Cloud, however, should you wish to check that you have a valid internet connection follow these steps:



The panel will show its connection status to the MAXPRO Cloud

ACCESS THE APP

CSL Connected is compatible with the Honeywell MAXPRO App. For panel programming, App downloads or user registration please follow the Honeywell programming guide. For more information about the Honeywell MAXPRO Cloud, please visit: <https://www.security.honeywell.com/maxpro-cloud>



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TROUBLESHOOTING

Q. What grade is the product?

A. If you are using CSL Connected as a single path solution then this will be SP2. If using as a dual path solution then this can be either DP2, DP2+ or DP3 depending on the grade purchased.

Q. I am getting the following message on the panel "HTTP/1.1 503 FAIL" and log shows "Poll Grade Mis-match"?

A. Please ensure you have entered the correct path supervision time (polling time) within the Honeywell MaxPro Cloud. If this is not correct the device/service will not commission correctly.

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

A. As per the Honeywell manual, you can fit the antennas through the panel case. Should you require any additional extension leads these can be purchased from CSL on our CSL Live Shop.

Q. The panel won't connect to the Honeywell MAXPRO cloud via Mobile?

A. Ensure that you have connected to the internet via LAN first. Then access the MAXPRO Cloud, enter the correct APN and check that the panel has the appropriate signal strength. If both are correct, please contact Honeywell Technical Support or CSL Technical Support.

Q. The ARC has given me a 6 digit account number. Will this work?

A. You must ensure that you receive an 8 digit Connection ID from the ARC. If they have given you a 6 digit number try prefixing with 21. If this does not work, please view the site on My Base for the 8 digit Connection ID or contact CSL Technical Support.

Q. I have entered an incorrect account number how do I resolve this?

A. If you have entered an incorrect or 6 digit account number you must upgrade the panel firmware to the latest version (7.43 and above) then put the panel in Installer Mode on the MaxPro Cloud, go to Alarm Signalling and delete the Alarm Report. Finally, create a new Alarm Report with the correct account number.

Q. Signals are not arriving at my ARC but are visible in the MAXPRO Cloud web portal?

A. Please check that your Account Number is correct (8 digits in length as per above) 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.

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

A. Honeywell MAXPRO 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.