



Customer IT Survey Form

Order Number (to CSL from ARC)

Customer Premises:

Alarm Installer:

Introduction:

This form is for use when a DualCom Pro requires wired (LAN) internet connectivity. Please complete the following information in the white boxes for the customer premises when ordering LAN (IP) products. Section 2 & 3 will need the help of the Network Administrator if the customer has an IT department or uses a third party to manage their LAN/IP communications.

Section 1: Notes to the Installer:

- The DualCom Pro requires an RJ45 male terminated Ethernet connection adjacent to the DualCom Pro's location.
- There should be 0.5m excess cable for termination into the DualCom Pro's enclosure. The Ethernet cable must have connectivity through to the Local Network (LAN).
- Local Network (LAN) wiring may be provided by the Security Installer, the Customer or a third party. The final connection from the Ethernet cable to the DualCom will be made by the Security Installer.

Section 2: Local Network (LAN) connection to the Internet:

- The DualCom Pro requires connection to the customer's network (LAN) to access the Gemini Global Polling Servers via the internet. The DualCom Pro will therefore require an IP address (as do all network connected devices). Please complete the DHCP or Static boxes below.

DHCP/Dynamic

The customer's network automatically assigns IP addresses using DHCP (please tick):

(Note: Dynamic Host Configuration Protocol allows devices to automatically request and obtain an IP address).

If you need to know the MAC address of your device, please contact CSL.

The customer's network requires a Static/Fixed IP address (please tick if applicable):

Static/Fixed (Only tick below if previous box was ticked):

IP Address allocated to the DualCom Pro:

IP Address:

Subnet Mask:

Default Gateway:

Section 3: Note to the Network Administrator:

The DualCom Pro requires connection via the customer’s network (LAN) and the internet to access the CSL Gemini Global Polling Servers.

All communication is UDP based (TCP is not used) and all connectivity is originated by the DualCom Pro (no incoming rules need to be configured). The DualCom Pro will operate behind a firewall implementing NAT and conforming with RFC-4787 so that responses from the CSL Servers are successfully received by the DualCom Pro.

The DualCom Pro traffic will originate on source ports in the range 50561 to 50569 and the destination port on the CSL Gemini Global Polling Servers will always be 50561.

The DualCom Pro does not use DNS and comes with the initial commissioning server IP addresses below, pre-configured. It will then use the relevant IP addresses for alarm signalling that are configured as part of initial set up. We have no restrictions on the source address and allow traffic from anywhere to reach the CSL server.

Initial Commissioning:	Alarm Signalling:
<ul style="list-style-type: none">• 139.28.101.81• 139.28.100.81	<ul style="list-style-type: none">• 139.28.100.74• 139.28.100.86• 139.28.101.74• 139.28.101.94• 139.28.101.100• 139.28.101.101• 139.28.101.102• 139.28.101.103• 139.28.101.104• 139.28.101.105• 139.28.101.112• 139.28.101.113• 139.28.101.117• 139.28.101.118• 185.201.164.72• 185.201.165.72• 185.201.166.86• 185.201.165.94• 185.201.165.100• 185.201.165.101• 185.201.165.102• 185.201.165.103• 185.201.165.104• 185.201.165.105• 185.201.165.117• 185.201.165.118• 185.201.165.119• 185.201.165.120

The LAN module on the DualCom Pro supports auto-negotiation of speeds up to 100 Mbps full-duplex.

Typical message size = 180 bytes. Per month usage does not exceed 35 Megabytes.

The data transmitted by the DualCom Pro includes the source IP address and source port. On receipt of the sequenced UDP packet, the Gemini Global Servers will immediately reply with a reciprocal (sequenced) UDP packet which the firewall should "NAT" to the DualCom Pro's local IP address.

Radio connectivity is established via the private Gemini network connection (APN) and no internet connectivity is possible via radio in the DualCom Pro.

No IP connectivity exists between the radio IP and landline IP networks in the DualCom Pro and no IP bridging is permitted between the networks within the DualCom Pro.

The DualCom Pro also contains an internal firewall to isolate the DualCom Pro from any unauthorised connections or IP traffic.

[Need Help?](#)

Call CSL on + 44 (0)1895 474 444. We will be happy to talk directly to the Network Administrator.