

DualCom SafeLink



Providing Wireless Solutions

CSL has been involved in the health sector for many years. We work with our partners, including TSA, UKTelehealthcare and leading manufacturers and service providers, to provide connectivity solutions that enhance performance and availability.

DualCom SafeLink is the first product to deliver wireless failover technology to the TECS market. As 99% of existing TECS solutions rely on a single telephone line as the emergency communication path, it provides a secure wireless back-up communication route. It will signal an alarm to the monitoring centre in the event of the telephone line not being available. This ensures that residents always have a working line of communication to send emergency signals.

Telephone line monitoring

SafeLink is a telephone line monitoring device that is quickly and easily fitted to any Housing/Warden-call scheme. Using patented technology, it provides a secondary wireless communication path which checks that telephone lines are secure and remain operational at all times. If the telephone line is in use or out of service, emergency and fire alarm signals can still be sent.

WorldSIM

SafeLink utilises any available GPRS network via CSL's WorldSIM to alert the monitoring centre of a line fault within minutes so that the line can be restored. The award winning WorldSIM offers true roaming, fixed costs and uses our patented roaming algorithm to select the strongest mobile network, providing your customers with a reliable connection for critical communication services.

Tried and Trusted

As the inventors of dual signalling, which combines telephone line signalling with GPRS mobile technology, CSL pioneered the move from wired to wireless technology in the electronic security and fire industry. We now offer this proven track record in the delivery of Critical Connectivity between the monitored premises and the monitoring centre to the residential care industry.

CSL are the only service provider of this kind to utilise a purpose built Network Operations Centre (NOC), designed to monitor and maintain Gemini, the platform that powers hundreds of thousands of vital communication devices and services throughout Europe.

HERE FOR YOU WHEN YOUR TELEPHONE LINE ISN'T

- Routine calls to check telephone line can make end-to-end calls
- Uses GPRS mobile networks to wirelessly transmit alarms
- WorldSIM as standard to increase reliability and reduce false alarms
- Alarms are delivered into the same monitoring system used to handle emergency calls
- Automatically informs the monitoring centre when a line is back in operation
- Powered by the robust Gemini Platform
- Option of SMS text message to care centre personnel

POWERED BY

DualCom

TECHNOLOGY



CHOOSE DUALCOM SAFELINK FOR



Easy Installation

SafeLink fits any Housing/Warden-call scheme or any fire alarm system



Used By Leading Manufacturers

SafeLink is also deployed by leading manufacturers in partnership with CSL



Text Message Function

Option of SMS text message to care centre personnel



WorldSIM

WorldSIM uses a patented roaming algorithm to select the strongest network and eliminate downtime offering the best guarantee of radio coverage