

# Customer IT Survey Form



Order Number (To CSL from ARC):

Customer Premises:

Alarm Installer:

## Introduction:

This form is for use when a DualCom 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 3rd party to manage their LAN / IP communications.

## Section 1: Note to the Installer:

The DualCom requires an RJ45 male terminated Ethernet connection adjacent to the DualCom's location.

There should be 0.5m excess cable for termination into the DualCom's enclosure. The Ethernet cable **must** have connectivity through to the Local Network (LAN).

Note: Local Network (LAN) wiring may be provided by the Security Installer, the Customer or a 3rd 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 requires connection to the customer's network (LAN) to access the Gemini Polling Servers via the internet. The DualCom 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).

Where the customer's network needs to know the MAC address of the DualCom, first order the DualCom's LAN (IP) Card and then pass the MAC address to the **Network Administrator**.

(Note: The LAN (IP) Card's MAC address is printed on a label on the LAN Card. E.g. 00:15:50:7X:DE:X2).

Static / Fixed:

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

Please ask the **Network Administrator** to complete the following:

IP Address to be allocated to the

DualCom:

Subnet Mask:

Default Gateway:

Section 3: Note to the Network Administrator:

The DualCom requires connection via the customer's network (LAN) and the internet to access the Gemini Polling Servers. IP port numbers within the Gemini Platform are listed overleaf. Please ensure that these port numbers are not blocked by settings within routers/firewalls.

Note to the Network Administrator:

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

The DualCom is installed as part of the alarm system and uses outbound TCP/IP connections only, via the landline IP (Ethernet) networks.

The DualCom uses outbound connections: port type = TCP, in the IP destination port range 8999, 9600 to 9619, 443, 10443, 9050, 9051, 8600, 8620, 8580 to 8599, 9900, 20001 and 20002. Please ensure that these port numbers are not blocked by settings within routers/firewalls. DualCom IP Ranges are provided on request. The new hardware versions of DualCom GradeShift (released early 2017) will need access to DNS Server. As default the DualCom has 8.8.8.8 and 8.8.4.4 programmed. If this needs to be changed please contact CSL Technical Support.

The LAN module on the GradeShift supports 10mbps half-duplex.

Where settings within routers/firewalls block outbound connections to some external IP addresses or a range of external IP addresses, then contact the CSL Helpdesk on 01895 474 444 for further information.

Typical message size = 350 bytes. No message exceeds 750 bytes. Per-month usage does not exceed 35 Megabytes.

The DualCom does not accept inbound connections and does not require any inbound IP ports to be opened on the customer's firewall / router.

GPRS connectivity is established via the private Gemini network connection (APN), and no internet connectivity is possible via GPRS in the DualCom.

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

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

Need Help?

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