



CONNECTED • SECURE • LIVE

# CSL Connected

**IMPORTANT – YOU MUST HAVE ALREADY SUBSCRIBED TO EATON SECURECONNECT AND HAVE AN EATON CLOUD ID.**

## ARC CONNECTION

CSL Connected allows you to connect your Eaton SecureConnect enabled control panel (i-on Style, i-on Compact, i-on30R and i-on40H) to your chosen ARC through the Eaton SecureConnect Cloud. Communication can be made in SIA format only, using the panel's onboard LAN port as a single path device. Please note that camera images will not be sent to the ARC but are still compatible with the Eaton SecureConnect App.

## PANEL PROGRAMMING

Within the Installer Menu please follow these instructions:

Communications → IP network (own) → Cloud Access →

Set to enabled  
and enter your  
Cloud and Site  
IDs

Then wait for a successful confirmation from the panel.

## EATON SECURECONNECT

In your Eaton SecureConnect account select the relevant panel.

Select ARC Reporting (a drop down box will then appear).

Enter the following:

- ARC Provider (CSL)
- Country
- ARC
- Account Number (Chip Number)

Click SIA Events (a list will appear with alarms). Select required alarms and then press save.

A pop up box will then display showing "verifying connection".

Once connection is confirmed two new boxes will then be displayed "connection verified" then "ARC settings set".

A connection has now been made to your chosen ARC.

## **ACCESS THE APP**

CSL Connected is compatible with the Eaton SecureConnect App. For panel programming, App downloads or user registration please follow the Eaton programming guide.

For the Eaton SecureConnect App and Eaton's guides please visit:

<http://touchpoint-online.com/content/eaton-secureconnect>

## **TROUBLESHOOTING**

### **Q. My ARC does not appear in the drop down list?**

A. It may be that your chosen ARC is not one of the many ARCs that have signed up for this solution. Please contact CSL Technical Support.

### **Q. Signals are not arriving at my ARC but are visible in the Eaton SecureConnect web portal?**

A. For events marked as "delivery rejected by ARC" within the Eaton SecureConnect ARC Reporting page - please check your Account/Chip Number is correct 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.

For event marked as "successfully sent" - please contact CSL Technical Support.

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

A. Eaton SecureConnect 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.

### **Q. What grade is the product?**

A. EN50136 Grade 2 1998, SP2 2012.