

Customer IT Survey Form (UK)



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: Notes 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).
- 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.
- If no LAN connection is available at the time of installation the device will not perform as intended. You must contact CSL Support so that the device can be configured for GPRS operation until the LAN path is available.

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).

Default DualCom Setting:

- DHCP as default but can be configured to use Static if required.
- All IP communication for Polling, Alarm Transmission and Remote Management is outgoing.
- No Changes to the firewall are required for the DualCom to work unless Advanced Security is used on the local LAN which may require opening of outbound ports

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

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: Notes to the Network Administrator:

The DualCom is installed as part of the alarm system and uses outbound TCP/IP connections only, via the landline IP (Ethernet) networks. Please ensure that these port numbers are not blocked by settings within routers/firewalls.

DualCom requires access to a DNS server that can resolve a public DNS record. DualCom use Google DNS 8.8.8.8 and 8.8.4.4. If this needs to be changed please contact CSL Technical Support.

IP Addresses Subnets and Ranges:

- Subnet: 185.201.164.0/22
- Range: 87.84.219.34-87.84.219.46
- Range: 87.86.241.82-87.86.241.94
- Host: 87.86.190.253

Function Port Type:

- Alarm / Polling
- Upload / Download

Ports:

- 8999, 9600 to 9619, 443, 10443, 9051, 8580 to 8599, 9900 TCP
- 20001, 9051, 20002, 9050, 8600, 8620 UDP, TCP

Bandwidth:

The signals that will be transmitted from the DualCom when polling and alarming are 750 bytes each.

- Grade 4 polls every minute on LAN. The total amount per month is 22.3mb
- Grade 3 polls every 10 minutes on LAN. The total amount per month is 3.9mb
- Grade 2 polls every 1 hour on LAN. The total amount per month is 0.5mb

Additional Features:

The DualCom unit has the following features:

- does not accept inbound connections
- does not require any inbound IP ports
- Wireless connectivity is established via a 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
- No IP bridging is permitted between the networks within the DualCom
- Contains an internal firewall to isolate 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**.