



CSL CONNECTED

RISCO

CONNECTED • SECURE • LIVE

# CSL Connected

## Risco

Important - You must call CSL one business day prior to your very first install to enable your chosen ARC in the Risco Cloud. Once the ARC is enabled it will not need redoing for each install.

## ARC Connection

CSL Connected allows you to connect your RISCO Agility3 (Version 4 and up only), LightSYS2 or ProSYS+ panel via the RISCO Cloud to your chosen ARC. Communication can be made in SIA format only using either GSM or LAN as a single path device. Please note that camera images will not be sent to the ARC but are still compatible with the iRISCO app.

## Assign To An ARC/Service Provider

Please follow the RISCO Programming Guides to ensure your panel is correctly commissioned to connect to the RISCO Cloud. Once your panel has been added to the RISCO Cloud Administrator Application follow these steps within the web browser:

- Select the appropriate Control Panel
- Click the Service Providers tab
- Add or amend a Service Provider
- Select a Service Provider using the drop down list (starting "GB\_CSL\_")
- Add the account number

Remember to check that signals have been received at your ARC/Service Provider.

The first 11 digits of your Panel ID must be provided to CSL before any signals will reach the ARC. This can be done at point of order through your ARC or by calling CSL's Technical Support after the order has been placed (referencing your ARC chip/account number).

## Access The App

CSL Connected also allows you to access to iRISCO app. For panel programming, app downloads or user registration please follow the RISCO Programming Guides.

# Troubleshooting

## **Q. My ARC/Service Provider does not appear in the RISCO Cloud Administrator Application.**

A. Please contact CSL to allocate the ARC/Service Provider to your account, quoting your Installer Account (IA) number.

## **Q. Signals are not arriving at my ARC/Service Provider but they arrive at the iRISCO app.**

A. If the first 11 digits of your Panel ID has not been provided at the point of order you must call CSL Technical Support to give this information before any signals are able to be sent to your ARC/Service Provider.

## **Q. Where can I find the Panel ID?**

A. The Panel ID is located on the side of the panel or on the PCB of your Agility3, LightSYS2 or ProSYS+ panel as a 15 digit number. CSL only require the first 11 digits.

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

A. No, unfortunately only SIA signal are possible at this time.

## **Q. I have an existing SIM provided with the Control Panel for self-monitoring purposes. Will this also work for ARC monitoring?**

A. No, you must use the SIM separately provided by CSL within the module for CSL Connected to enable ARC monitoring. Only signals from GSM/LAN devices (and the associating SIM) purchased through this route will be sent to your ARC/Service Provider.