# DUALCOM PRO 2 RANGE

## STEP 4 - TESTING

CONNECTED • SECURE • LIVE

# DualCom Pro 2 Range

## Step 4 - Testing

Before leaving site you must test the DualCom Pro 2 device as per these steps.

**a -** Place device on test at the ARC and send a range of signals from the panel

**b -** Perform a path test by tapping button C whilst in quiescent/normal state

**c -** LED 3 will flash to show signals are being sent

**d -** Check signals are received at the ARC

You should also simulate path failures at part of the testing process.

**a -** Place device on test at the ARC

**b -** Whilst in the quiescent/normal state section, press button A to get to the connectivity menu. The LEDs (LED 1 = single-path, LED 1 & 2 = dual-path) will be lit

**c -** Hold button B for 5 seconds. Once let go, LED 1 will go red to show path 1 is in simulated fail

**d -** For dual-path devices, hold button C for 5 seconds. Once let go, LED 2 will go red to show path 2 is in simulated fail. Check signals are received at the ARC

**e -** Tap button B & C to restore each path. LEDs 1 and/or 2 will go green. Check path failure signals are received at the ARC

**IF YOU HAVE PURCHASED A DUAL-PATH DEVICE, YOU MUST ENSURE BOTH PATHS ARE CONNECTED BEFORE LEAVING SITE.**

**IF YOU DISCONNECT BOTH PATHS AT THE SAME TIME, MY BASE WILL ONLY SHOW THE FIRST PATH IN FAILURE. THIS IS EXPECTED BEHAVIOUR.**

### MY BASE APP

My Base provides Installers with the ability to manage and configure DualCom Pro 2 devices on a handy App/Web portal.

Simply download CSL My Base from your appropriate App store and obtain log-in information from CSL

(or the CSL web administrator within your company) to access these great features:

| | | | |
|---|---|---|---|
| View path status | Check signal strength | View panel connection status | Configure static IP information |
| Amend panel connection | Change pin configuration | Check ATS path availability | Remotely upgrade device firmware |
| View Alarms (you must still check with your ARC that alarms are being received by them) | Test Alarm | Invert fault relay | Configure outputs |
| Amend Smart Reporting | Add estate name | | |

## LEDS & TROUBLESHOOTING

*Figure 9 - Commissioning LEDs*

As the DualCom Pro 2 powers up for the very first time it will run through a commissioning process. You will need to wait for LEDs 1, 2 & 3 to go green before the unit reboots.

| LED 1 | LED 2 | LED 3 |
|---|---|---|
| No light = No power | Red flashing = No comms | Red flashing = No comms |

| | | |
|---|---|---|
| Red flashing = Power Start Up | Amber solid = 1 path comms (dual-path systems) | Amber flashing = Comms path found |
| Green solid = Power On | Green solid = All paths comms (dual-path systems) | Amber solid = Commissioning server found. Contacting alarm server |
| | | Green solid = Fully Commissioned |

*Figure 10 - Quiescent/Normal State LEDs*

Once commissioned, the unit will return to its quiescent/normal state. Only LED 3 should be visible and will show you whether the unit has any errors or is transmitting data.

| LED 3 |
|---|
| Red solid = Error found on the device (no commissioning performed) |
| Amber flashing = Only one path is working on the dual-path system and the device is currently transmitting or receiving data (pdp context active) |
| Amber solid = Only one path is working on the dual-path system, however it is able to transmit & receive data |
| Green flashing = No errors found and the device is currently transmitting or receiving data (pdp context active) |
| Green solid = No major errors found |

*Figure 11 – Connectivity Section*

To toggle between the connectivity section and quiescent/normal state press button A. Single-path systems will only show LED 1. Dual-path systems will show both LEDs 1 & 2. LAN data transmission is covered by the ETH LED.

| LED 1 | LED 2 |
|---|---|
| Red flashing = No signal / SIM not ready or LAN not connected | Red flashing = No signal / SIM not ready or LAN not connected |

| | |
|---|---|
| Amber flashing = Registering / Signal is unacceptable / LAN connected but cannot transmit data | Amber flashing = Registering / Signal is unacceptable / LAN connected but cannot transmit data |
| Green flashing = Signal is acceptable (3/10) but could be improved | Green flashing = Signal is acceptable (3/10) but could be improved |
| Green solid = Signal 4/10 (or above) or LAN connected | Green solid = Signal 4/10 (or above) or LAN connected |

*Figure 12 – Simulate Path Fails (testing the system)*

It is possible to simulate a path fail for the primary and secondary path. Once in the connectivity section, press and hold B to fail the primary path and/or C to fail the secondary path. The path will stay in fail for 15 mins unless you tap B or C again.

| LED 1 | LED 2 |
|---|---|
| Red flashing = Interface in fail mode | Red flashing = Interface in fail mode |
| Green flashing = Interface tx/rx data | Green flashing = Interface tx/rx data |
| Green solid = Interface out of fail mode | Green solid = Interface out of fail mode |

*Figure 13 – Additional LEDs*

There are 3 additional LEDs shown as BUS, PNL and ETH.

| LED 1 | LED 2 | LED 3 |
|---|---|---|
| BUS | RS422 connection to additional accessories (i.e remote radio module) | Green/Amber flashing = Data is being transferred |
| PNL | Serial connection to panel | Green/Amber flashing = Data is being transferred |
| ETH | LAN connection to customer's router | Green/Amber flashing = Data is being transferred |

## RADIO TROUBLESHOOTING

**How can I fail my signalling paths without having to disconnect them?**

To fail each path enter the connectivity menu (see simulate path fail section - Figure 12 above). Press and hold B to fail the primary path or C to fail the secondary path. The path will stay in fail for 15 mins unless you tap B or C again to restore the applicable path.

**How can I check the signal strength of each radio module?**

You can check the signal strength of each radio module on a commissioned device via the My Base App. Alternatively, when in the quiescent/normal state, you can press button A to toggle to the connectivity menu. Once there, LED 1 (first path) & LED 2 (second path) will show you the signal strength. We recommend a solid green LED (40% or 4/10).

**Does my unit have a roaming SIM?**

Yes, all DualCom Pro 2 devices come with at least 2 Roaming 4G SIMs

**My signal strength is less than 30% (3/10) or my LED is orange/red. What can I do to improve it?**

For all radio variants:
• Avoid coiling the aerial cable
• Move the aerial away from electrical equipment/wiring
• Move the aerial to a higher point in the property or closer to a window/door