

# DualCom

# GRADESHIFT®

## DualCom®

SIGNALLING CHANGES



GradeShift® It's whatever you want it to be

## The DualCom Range

CSL DualCom have always strived to be first-to-market in all that we do, pioneering the first dual signalling system to have changeable EN grades with our groundbreaking GradeShift® technology offering a single piece of hardware for every grade of risk. Now including both single and dual path signalling options. The price of the product has been matched to the grade so that if you are installing for a Grade 2 specification you are not paying higher grade prices.

## Signalling Changes

The DualCom GradeShift® range, from CSL DualCom Limited, is an intruder and fire alarm signalling device that uses any available UK GPRS/GSM network and a telephone and/or IP path to transmit intruder, fire and personal attack signals at high speed via CSL's Gemini managed network into any Alarm Receiving Centre. Utilising multiple signalling paths and fast routine polling ensures that DualCom will always let you know of a problem and has a back-up path in the event of an accidental or deliberate fault on any path.

## Dual Signalling

CSL DualCom invented integrated dual signalling back in 1996 and have continued to innovate with complimentary elements such as our unique GSM call back up feature offering three signalling paths as standard at no extra cost helping to minimise unnecessary keyholder call-outs. The introduction of the WorldSIM® followed providing Installers with the additional benefit of the use of all four UK mobile networks offering near 100% radio coverage throughout the UK minimising line faults to just one per system, every three years.

CSL chose Vodafone as their business partner for the integrity of its network performance in both reliability and speed.

DualCom is charged as a fixed tariff, meaning the device can send and receive an unlimited amount of data at no extra charge. This affordable technology offers dual signalling at single-path signalling prices and is favoured by Insurers and the emergency services as the smart way forward in the protection of people and property. With the addition of single path wireless signalling even more savings can be found without compromising security.



# SIGNALLING CHANGES

# THE DUALCOM RANGE

## All DualCom products

### SPECIFICATION:

- Single or Multiple signalling paths, GPRS, GSM, telephone and/or IP (ADSL/broadband or LAN connectivity)
- High-speed signalling on GPRS path
- Fixed tariff means unlimited signals with no hidden charges
- Dual signalling is preferred by Insurance companies and Emergency Services
- Meets all insurance grades (low to high risk) for both dual and single path signalling
- GradeShift® to remotely up/down grade for increased insurance specification (not applicable to G2r)
- No need for any telephone line for G2r and the dual path range can share with existing telephone line or network
- Detects signalling path failure in seconds (line cut, GSM blocking, network failures)
- Supplied fully programmed
- NGN/21CN compliant (explained overleaf)
- WorldSIM® Access all areas – access to all UK mobile networks in a single product

## GradeShift®

DualCom's unique GradeShift® technology means that the hardware platform remains unchanged so that there is one common product across all grades. The grade category is selectable through remote programming via the Alarm Receiving Centre or the Alarm Installer, meaning that all grades are quick and easy to install.

Simply order the G2, G3, G4 or the Fire version dependent on the grade you require. If for any reason your insurance specification increases or decreases there will be no need to install a new signalling unit – just contact your Alarm Receiving Centre or Installer and for a small charge the installation will be up or down graded. Meaning less engineer visits – saving you money.



ACCESS ALL AREAS

# GRADES SHIFT®

Imagine one product for  
all grades – G2, G3, G4 and Fire  
With GradeShift® from CSL DualCom it's a reality!



## DualCom G2r SPECIFICATION:

- All the features of the DualCom G2 but as a single path signalling option
- For use where a PSTN or IP wired infrastructure is not available
- True wireless EN Grade 2 signalling for low risk single path solutions

## DualCom G2 SPECIFICATION:

- Designed for low to medium risk premises
- DualCom G2 is an EN Grade 2 dual path signalling service
- Using GPRS and GSM as its primary signalling path, PSTN or IP wired paths available as back up
- CSL Gemini polling every hour
- GSM Call back up (explained overleaf)

## DualCom G3 SPECIFICATION:

- All the above features plus: Designed for medium risk premises, ideal for large commercial premises
- DualCom G3 is an EN Grade 3 dual path signalling service
- Using GPRS and GSM as its primary signalling path, PSTN or IP wired paths available as back up.
- CSL Gemini polling every 10 minutes and priority polling (explained overleaf)

## DualCom G4 SPECIFICATION:

All the above features plus: Designed with the highest risk premises in mind and is the ultimate signalling solution for premium commercial installations. DualCom G4 is compliant with EN50131 Grade 4 (the most stringent of all security regulations) ensuring maximum insurance approval and loss protection. G4 is polled every minute and reports in 3 minutes to comply with EN Grade 4 so that you will know of an intrusion at the earliest possible instance. In addition it keeps a 96 hour memory log (explained overleaf.) The combination of WorldSIM® and DualCom G4 offers the highest specification possible for Grade 4 Installations, reducing line faults to just one, per system, every three years.

## DualCom Fire SPECIFICATION:

With 67% of fires occurring when premises are vacant DualCom Fire fulfils an invaluable role with its ability to signal a fire alarm whether the premises are vacant or occupied. The quick and reliable despatch of an alarm is critical when dealing with Fire signalling. It has a voltage range of 10 to 30 volts for an easy installation. DualCom Fire signals to the Alarm Receiving Centre in seconds minimising damage to property whilst protecting lives.



GRADES SHIFT® - IT'S WHATEVER YOU WANT IT TO BE

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All leading Insurance companies will require dual signalling to be fitted for all new, medium to high risk Intruder Alarms – DualCom fully complies to all EN50131 Grades and is one of only two brands directly quoted by leading Insurers. The companies below represent over 80% of the UK Insurance market

Insurers that specify DualCom:



For more information please go to:  
[www.csldual.com/insurance](http://www.csldual.com/insurance)



“The Police Service encourage dual signalling for homes and businesses to confirm activations and reduce false calls”

STUART BOWMAN, ESSEX POLICE

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## JARGON BUSTER



### Priority Polling™

Sometimes referred to as stepped-up polling, is available across the GradeShift® range and can be switched on when stock profile is high or premises enter a higher category of risk and require a higher degree of polling.



### GSM Call Back up

The best things in life are three! The DualCom makes a call via GSM if GPRS is unavailable offering 3 routes of signalling at no extra cost. We also use the GSM path for Gemini Call-back®. Quite simply, if our Gemini polling servers see that a DualCom on site has no GPRS radio, we will contact the unit across the GSM network to verify that it can still make calls over the GSM path. So your keyholders do not get disturbed unnecessarily.



### NGN/21CN COMPLIANT

All DualCom products are immune to problems associated with NGN (Next Generation Network) upgrades. The largest of these being BT's 21st Century Network. Older intruder alarm systems could be seriously affected by network upgrades as NGN's remove the copper infrastructure that these systems dependent on to deliver the signal into the Alarm Receiving Centre.



### MEMORY LOG

Keeps a record of the last 96 hrs of call traffic on-board the DualCom.



### WorldSIM®

Exclusive to CSL DualCom and embedded into the DualCom GradeShift® range, the WorldSIM® provides Installers with access to all four UK mobile networks in one single product. The WorldSIM® is contained within the Vodafone secure user group and it is also part of the DualCom Gemini Managed Network providing Installers with near 100% radio coverage in the UK.

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