



NIGHTGUARD

Simple & reliable
signalling at any grade
powered by Gemini

Trusted Market Leaders

CSL DualCom invented integrated dual signalling in 1996 and pioneered the move from wired to wireless technology in the electronic security industry. DualCom is now trusted to protect over 270,000 premises throughout Europe including many major retail brands.

Resilience, Intelligence & Visibility

Every DualCom is powered by the Gemini Managed Network, a Critical Connectivity® platform which facilitates the reliable delivery of alarms and data from the premises to the Alarm Receiving Centre.

Gemini checks the entire signalling route every minute providing the highest levels of resilience and reliability required by professional signalling systems.

CSL DualCom is the only signalling service provider with its own purpose built Network Operations Centre (NOC) to support the DualCom Gemini Managed Network. Installers also have access to Gemini Insight, a clever web portal that provides visibility on the performance of a signalling estate.

WorldSIM - One SIM More Networks

The multi-network DualCom WorldSIM® is supplied with every DualCom as standard and has increased signal reliability to reduce false alarms by almost 90%. Ireland's leading mobile networks are recorded into the DualCom's memory with the most reliable being selected automatically. Fewer line faults being sent to the Alarm Receiving Centre, means fewer false alarms for installers and end-users.

The DualCom Security Range

The DualCom GradeShift® Range, Europe's fastest selling and most used dual signalling system, offers installers a reliable product that is easy to install on a single hardware platform for any grade of risk. It provides multiple signalling paths that embrace all available technologies.

DualCom GradeShift® UDL provides the option of remote contact to an installed alarm control panel reducing the need for engineer visits. Extended formats such as Contact ID and SIA provide ARCs with more detailed information about the protected premises and alarm events.

DualCom's single path option - DigiAir® - eliminates call costs and is the ideal solution where there is no telephone line available.

The CSL DualCom Security Range

Radio Blocker Proof



GSM Jammers can pose a serious threat to the security of a property as jamming equipment is capable of blocking any radio frequency including mobile and 3G signals over a given distance.

The DualCom Security Range offers the unique ability to detect any radio blocking attack and alert the Alarm Receiving Centre (ARC).



DualCom DigiAir®

The next generation wireless digital communicator with zero call costs

DigiAir®

DualCom DigiAir®

DigiAir® utilises all mobile networks instead of a telephone line - an ideal upgrade for wired digital communicators.

- Eliminates call costs & phone charges
- Small enough to fit into any existing or legacy control panels
- Dial Capture provided as standard
- Fast Format, Contact ID & extended SIA
- Conforms to EN Grade 2
- Upgrade to DigiAir® UDL available
- Multi-network WorldSIM as standard for increased reliability
- Contact ID & SIA provide ARCs with detailed information from the protected premises

Inter

DualCom International

GradeShift® dual path option designed for medium risk premises.

- Multiple Signalling Paths - GPRS & telephone (PSTN)
- Detects signalling path failure in seconds (line cut, GSM blocking, network failures)
- Dual signalling is preferred by insurance companies and the Garda
- GradeShift® enables remote up/down grade for increased insurance specification
- EN Grade 3+ dual path signalling service
- Polling via Gemini every 3 mins
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability
- Contact ID & SIA provide ARCs with detailed information from the protected premises

G4

DualCom G4IP

GradeShift® dual path option designed with the highest risk premises in mind.

All of the benefits of DualCom International plus:

- The ultimate signalling solution for premium commercial installations
- Compliant with EN50136 Grade 4 maximum insurance approval and loss protection
- Polling via Gemini every 60 secs
- 96 hour memory log
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability
- Contact ID & SIA provide ARCs with detailed information from the protected premises

DualCom Gradeshift®

A single piece of hardware for every grade of risk with interchangeable EN Grades



Network Operations Centre



Our customers benefit from a purpose built Network Operations Centre (NOC) to house the dedicated Network Team and CSL Technical Support. As the platform that powers DualCom signalling, Gemini is responsible for the integrity of hundreds of thousands of connections throughout Europe.

DualCom Gemini Insight is a graphical user interface designed specifically for ARCs and installers, providing an in-depth overview of their entire signalling estate.

With this information, customers have visibility on performance, signal strength and location-based services as well as recommendations to improve installations.

Gemini Insight



The Installers' Favourite Alarm Signalling

CSL DualCom Security



The DualCom GradeShift® Range satisfies the full requirements of the EN Standards providing you with the confidence to specify DualCom across all EN Grades and the peace of mind of full Insurance approval.

Fault Reporting Times	DigiAir®	Inter	G4IP
Both paths working, PSTN/IP path fails - fault reported in	N/A	4 mins	3 mins
Both paths working, Radio path fails - fault reported in	N/A	4-30 mins ¹	3 mins
Only Radio path working and it fails - fault reported in	5 hours	15 mins	3 mins
Only PSTN/IP path working and it fails - fault reported in	N/A	15 mins	3 mins
If both paths failed simultaneously - fault reported in	N/A	15 mins	3 mins
Priority Polling (Polling frequency) <i>(Note: The number of failed polls is counted before any path fault is reported surpassing EN Standards and limiting false alarms)</i>	N/A	3 mins	1 min
EN GRADE	3/SP3	IR	4/DP3
ATS VALUE - Primary	ATS2	ATS4	ATS5
ATS VALUE - Secondary	N/A	ATS3	ATS4
Environmental Class	II	II	II



All Insurance Grades Covered

Dual signalling is preferred by insurance companies and the Garda for low to high risk properties. DualCom is one of only two brands directly quoted by all leading insurers.



EN50136 Approval

The DualCom Security range is approved to the prestigious EN50136 standards. DualCom has also been independently verified to meet the requirements of the LPS1277 document.



Patents

CSL DualCom holds a number of patents and it is this patented technology that DualCom uses to send its signal to the ARC via a DualCom WorldSIM®.