

CSL DualCom – 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 300,000 premises throughout Europe including many major retail brands.

Resilience, Intelligence & Visibility

Every DualCom is powered by the DualCom Gemini Platform, 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 Platform. 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, Ireland's fastest selling and most used dual signalling system, offers 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 enables Remote Servicing & Diagnostics (RSD) on 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 options – DigiAir®, G2r and G3r – eliminate call costs and are the ideal solution where there is no telephone line available.

DualCom Grade 2

GradeShift® dual path option designed for low to medium risk premises.

- Multiple signalling paths – GPRS, telephone and/or IP/TCIP
- Detects signalling path failure in seconds (line cut, GSM blocking, network failures)
- Dual signalling is preferred by insurance companies and the Gardai
- GradeShift® enables remote up/down grade for increased insurance specification
- EN Grade 2 dual path signalling service
- Polling via Gemini every hour
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability

DualCom Grade 3

GradeShift® dual path option designed for medium risk premises.

All of the benefits of DualCom G2 plus:

- Ideal for large commercial premises
- EN Grade 3 dual path signalling service
- Polling via Gemini every 10 minutes
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability

DualCom Grade4/Fire

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

All of the benefits of DualCom G2 plus:

- The ultimate signalling solution for premium commercial installations
- Compliant with EN50136 Grade 4 maximum insurance approval and loss protection
- Polling via Gemini every minute
- Upgrade to GradeShift® UDL available
- Multi-network WorldSIM as standard for increased reliability