

IMPORTANT LAUNCH ANNOUNCEMENT



CSL DUALCOM ARE THE ONLY SECURE
SIGNALLING PROVIDER TO OFFER GSM
BACK-UP FOR GPRS - THAT'S THREE
SIGNALLING PATHS AS STANDARD.

GPRS is an IP based packet radio service that runs on the GSM bearer network. There are occasions when GPRS services aren't available for various reasons so the combination of GPRS + GSM is vital for a reliable, always-on signalling service. Without this you could be left with a single path service. That's why some signalling providers set their product fail reporting times to one hour or more to reduce random GPRS network failures signalling into ARCs. Is one hour acceptable? We believe it isn't.

- ? Can you risk your customers having nothing more than a Digi?
- ? Chance that confirmed alarm signals will never be delivered?
- ? Risk disturbing key holders at 3am with unnecessary faults?

As the market leader, CSL DualCom believe that you and your customers deserve three signalling paths as standard! That's why we've invented Gemini Call-Back®, GSM alternate path backup with GSM polling as standard across our GradeShift® Range.

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. If it is confirmed that calls can still be made and dual-path signalling maintained then no further action is taken. This service is free to the Installer but costs CSL DualCom for every call. We believe it's a small price to pay to know that you still have dual-path signalling and that your keyholder hasn't been disturbed.

GSM Alternate path back-up

If GPRS fails, DualCom can still make calls over GSM. No other Signalling Provider offers this service because of the cost. CSL DualCom builds this cost into the DualCom GradeShift® price model. There are slightly cheaper products available for the Grade 2 signalling market but it's worth paying a little bit more to know you have a third path as standard - even on our budget-end G2 product.

GSM polling

Most Signalling providers perform polling over the GPRS path as it's less costly. If GPRS fails then our competitors have no GPRS polling and place their faith in the PSTN path for polling checks (some only check every 24 hours at Grade 2). If GPRS fails on a DualCom then GSM polling is automatically and instantly deployed.

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