



CSL CONNECTED

CONNECTED • SECURE • LIVE

# CSL Connected

Risco

Important - You must call Risco one business day prior to your very first install to enable your chosen ARC in the Risco Cloud. Once the ARC is enabled it will not need redoing for each install.

## ARC Connection

CSL Connected allows you to connect your RISCO Agility3 (Version 4 and up only), LightSYS2 or ProSYS+ panel via the RISCO Cloud to your chosen ARC. Communication can be made in SIA format only using either GSM or LAN as a single path device. Please note that camera images will not be sent to the ARC but are still compatible with the iRISCO app.

## Assign To An ARC/Service Provider

Please follow the RISCO Programming Guides to ensure your panel is correctly commissioned to connect to the RISCO Cloud. Once your panel has been added to the RISCO Cloud Administrator Application follow these steps within the web browser:

- Select the appropriate Control Panel
- Click the Service Providers tab
- Add or amend a Service Provider
- Select a Service Provider using the drop down list (starting "GB\_CSL\_")
- Add the account number

Remember to check that signals have been received at your ARC/Service Provider.

The first 11 digits of your Panel ID must be provided to CSL before any signals will reach the ARC. This can be done at point of order through your ARC or by calling CSL's Technical Support after the order has been placed (referencing your ARC chip/account number).

## Access The App

CSL Connected also allows you to access to iRISCO app. For panel programming, app downloads or user registration please follow the RISCO Programming Guides.

# Troubleshooting

## **Q. My ARC/Service Provider does not appear in the RISCO Cloud Administrator Application.**

A. Please contact CSL to allocate the ARC/Service Provider to your account, quoting your Installer Account (IA) number.

## **Q. Signals are not arriving at my ARC/Service Provider but they arrive at the iRISCO app.**

A. If the first 11 digits of your Panel ID has not been provided at the point of order you must call CSL Technical Support to give this information before any signals are able to be sent to your ARC/Service Provider.

## **Q. Where can I find the Panel ID?**

A. The Panel ID is located on the side of the panel or on the PCB of your Agility3, LightSYS2 or ProSYS+ panel as a 15 digit number. CSL only require the first 11 digits.

## **Q. Am I able to send signals in another format i.e. Fast Format/Contact ID?**

A. No, unfortunately only SIA signal are possible at this time.

## **Q. I have an existing SIM provided with the Control Panel for self-monitoring purposes. Will this also work for ARC monitoring?**

A. No, you must use the SIM separately provided by CSL within the module for CSL Connected to enable ARC monitoring. Only signals from GSM/LAN devices (and the associating SIM) purchased through this route will be sent to your ARC/Service Provider.

# CSL Connected

## Orisec

### ARC CONNECTION

CSL Connected allows you to connect the following control panels to your chosen ARC via Orisec Cloud Services: CP/CK/CT-20, CP/CP/CK-60, W-CP-40-K/T/E, CP-50/100/200. Communication can be made in SIA II, SIA III\*, Contact ID or Fast Format, using the applicable communication device (Single path modules - CM2-GSM, CM2-IP, CM2-Wi-Fi. Dual path modules - CM2-GSM-GSM, CM2-GSM-IP, CM2-WiFiGSM).

\*SIA III is the preferred signalling method.

### PANEL PROGRAMMING

Within the Orisec engineering menus, navigate to the following sections to program the required information:

# CSL Connected

## Pyronix

### ARC CONNECTION

CSL Connected allows you to connect your Pyronix HomeControl+ or EURO 46 APP panel to any ARC listed on the next page. Communication can be made in Fast Format, Contact ID or SIA. Please note that CSL Connected must be installed with a compatible Pyronix panel (V2.1 and up).

### SIGN UP TO AN ARC

Within the Communications Menu of the Pyronix HomeControl+ or EURO 46 APP panel, please ensure you sign up to an ARC and enter the relevant 5 digit ARC code listed on the next page. Once connected the Diagnostics Menu will give details of the ARC and polling status. Please refer to the panel manual for detailed programming instructions.

### ACCESS THE APP

CSL Connected also allows you to access the Pyronix HomeControl+ App. For programming instructions please refer to the Pyronix instruction manuals provided.

ARC	CODE	ARC	CODE	ARC	CODE
1st County Monitoring	26747	Delta Security	33510	Pointer - Glasgow	76473
4i Security	44650	Diamond Point	34294	Professional Witnesses Limited (PWG)	77628
Abel Alarm Company	22567	East Midlands Central Station	32749	QVIS Monitoring	78447
Alarm Control 24	25242	Farsight Security Services	32058	RE:SURE Intelligence	73440
Advanced Signal Monitoring	27649	Flash Monitoring	35225	Regio	73046
AIM	24654	G4S Belfast	44786	Scamp Security	72232
Alarm Meldnet BV	63556	G4S Dublin	44562	Securi-Guard Fire & Security	73734
Amba Defence	26255	GB Monitoring	42699	Securitas	73283
ARC Monitoring	27264	Guardhall	48263	Sefton Security Services	73330
Bouygues	26018	MCM Cork	62630	Sharp Group Fire and Security	74218

Britannia Monitoring Services	34782	Mercury Security Management	63732	SitexOrbis	74744
BSecure Monitoring Solutions	27357	MiTec	64763	Smart Monitoring	76720
Camwatch	22450	Morgan Verne	66431	SMC (Custodian)	76270
Cerberus Security & Monitoring	23514	MPL Alarm & Communicatie Centrale BV	67594	SMC Nederlands (SMCNL)	76324
Chubb	24708	National Monitoring (UK)	62098	Southern / Northern Monitoring	76527
Chubb Ireland	25750	National Monitoring Network	62766	SSS Management Services	77774
Connelly Security Systems	26630	Nederlandse Veiligheidsdienst Groep	68445	The Shield Group	74430
Corps Monitoring Centre	26492	Netwatch	63668	UK Monitoring	85618
Cougar Monitoring	26500	NightGuard	64455	Unipart Security Solutions	86791
Crime Prevention Services	27732	OCS Group UK	67624	Uniqwin	86400
Crimewatch Monitoring Services	27463	P&R Fire & Security	72789	Yeoman Monitoring Services	93617

# CSL Connected

Eaton

## ARC CONNECTION

CSL Connected allows you to connect your Eaton SecureConnect enabled control panel (STYLE, COMPACT, i-on30R, i-on40H, i-onG2SM, i-onG3MM & i-onG3LM) to your chosen ARC through the Eaton SecureConnect Cloud.

Communication can be made in SIA format only, using either the panel's onboard LAN port or the COM-DATA-4G as a single path device. Please note that camera images will not be sent to the ARC but are still compatible with the Eaton SecureConnect App.

## INSTALLER MENU PROGRAMMING

- Mobile only connection (or Mobile as back-up) go to Step 1
- LAN only connection, connect the panel to a router then go directly to Step 2

### Step 1 - Configure how you want the COM-DATA-4G to operate

Communications > IP Options > Module 4G/2G > Data mode

- Mobile as back up - the panel will use the Ethernet connection as the primary path. Should this fail, the panel will automatically switch to a mobile connection default setting.
- Mobile only - the panel will use the Mobile connection as the primary and only method of connection to the cloud

Communications > IP Options > Module 4G/2G > Network type

- Auto - the panel will automatically connect to 4G or 2G networks. Recommended and default setting
- 4G only - the panel will only connect to 4G networks
- 2G only - the panel will only connect to 2G networks

Communications > IP Options > Module 4G/2G > Provider

- Panel software is v6.02 or higher, select CSL (New)
- Panel software is v6.01 or lower, select Other and enter the following:

APN - geminit2.m2m

Username - leave blank

Password - leave blank

Communications > IP Options > Module 4G/2G > Edit APN

- There should be no need to enter this menu, contact Eaton Technical Support for guidance

Communications > IP Options > Module 4G/2G > GSM Antenna

- Internal – the COM-DATA-4G will use its own internal antenna
- External – the COM-DATA-4G will use the COM-ANT-01 external antenna

## **Step 2 - Connect the panel to Eaton SecureConnect**

Communications > IP Options > Cloud Access

- Set to enabled and enter your Cloud and Site IDs
- Then wait for a successful confirmation from the panel

## **EATON SECURECONNECT**

In your Eaton SecureConnect account select the relevant panel.

Select ARC Reporting (a drop-down box will then appear).

Enter the following:

- ARC Provider (CSL)
- Country
- ARC
- Account Number (Chip Number)

Click SIA Events (a list will appear with alarms). Select required alarms and then press save.

A pop-up box will then display showing “verifying connection”.

Once connection is confirmed two new boxes will then be displayed “connection verified” then “ARC settings set”.

A connection has now been made to your chosen ARC.

## **ACCESS THE APP**

CSL Connected is compatible with the Eaton SecureConnect App. For panel programming, App downloads or user registration please follow the Eaton programming guide.

For more information about Eaton SecureConnect, please visit: <https://www.eaton.com/gb/en-gb/catalog/safety-security-and-emergency-communications/secureconnect-installer-cloud.html>

## **TROUBLESHOOTING**

**Q. What grade is the product?**



A. EN50136 Grade 2, SP2.

**Q. The panel is a metal case, how will it get a signal?**

A. You will need to fit the COM-ANT-01 external antenna and check the GSM Antenna options is set to External.

**Q. The panel won't connect to Eaton SecureConnect via Mobile?**

A. Ensure that CSL is selected from the provider list and that the panel has a mobile signal. If both are correct, please contact Eaton Technical Support or CSL Technical Support.

**Q. My ARC does not appear in the drop-down list?**

A. It may be that your chosen ARC is not one of the many ARCs that have signed up for this solution. Please contact CSL Technical Support.

**Q. Signals are not arriving at my ARC but are visible in the Eaton SecureConnect web portal?**

A. For events marked as "delivery rejected by ARC" within the Eaton SecureConnect web portal's ARC Reporting page - please check your Account/Chip Number is correct and your ARC has placed a valid order. If the details are incorrect, please amend and repeat the setup process. If the details are correct, please contact CSL Technical Support. For events marked as "successfully sent", please also contact CSL Technical Support.

**Q. Am I able to send signals in another format i.e Fast Format/Contact ID?**

A. Eaton SecureConnect has an advanced reporting solution utilising the SIA format to provide maximum information to the ARC. Therefore, there is no Fast Format or Contact ID option available.