



DUALCOM PRO 2 RANGE

STEP 4 - TESTING

DualCom Pro 2 Range

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Before leaving site you must test the DualCom Pro 2 device as per these steps.

- a** - Place device on test at the ARC and send a range of signals from the panel
- b** - Perform a path test by tapping button C whilst in quiescent/normal state
- c** - LED 3 will flash to show signals are being sent
- d** - Check signals are received at the ARC

You should also simulate path failures at part of the testing process.

- a** - Place device on test at the ARC
- b** - Whilst in the quiescent/normal state section, press button A to get to the connectivity menu. The LEDs (LED 1 = single-path, LED 1 & 2 = dual-path) will be lit
- c** - Hold button B for 5 seconds. Once let go, LED 1 will go red to show path 1 is in simulated fail
- d** - For dual-path devices, hold button C for 5 seconds. Once let go, LED 2 will go red to show path 2 is in simulated fail. Check signals are received at the ARC
- e** - Tap button B & C to restore each path. LEDs 1 and/or 2 will go green. Check path failure signals are received at the ARC

IF YOU HAVE PURCHASED A DUAL-PATH DEVICE, YOU MUST ENSURE BOTH PATHS ARE CONNECTED BEFORE LEAVING SITE.

IF YOU DISCONNECT BOTH PATHS AT THE SAME TIME, MY BASE WILL ONLY SHOW THE FIRST PATH IN FAILURE. THIS IS EXPECTED BEHAVIOUR.

LEDS & TROUBLESHOOTING

Figure 9 - Commissioning LEDs

As the DualCom Pro 2 powers up for the very first time it will run through a

commissioning process. You will need to wait for LEDs 1, 2 & 3 to go green before the unit reboots.











LED 1	LED 2	LED 3
 No light = No power	 Red flashing = No comms	 Red flashing = No comms
 Red flashing = Power Start Up	 Amber solid = 1 path comms (dual-path systems)	 Amber flashing = Comms path found
 Green solid = Power On	 Green solid = All paths comms (dual-path systems)	 Amber solid = Commissioning server found. Contacting alarm server
		 Green solid = Fully Commissioned

Figure 10 - Quiescent/Normal State LEDs

Once commissioned, the unit will return to its quiescent/normal state. Only LED 3 should be visible and will show you whether the unit has any errors or is transmitting data.






LED 3
 Red solid = Error found on the device (no commissioning performed)
 Amber flashing = Only one path is working on the dual-path system and the device is currently transmitting or receiving data (pdp context active)
 Amber solid = Only one path is working on the dual-path system, however it is able to transmit & receive data
 Green flashing = No errors found and the device is currently transmitting or receiving data (pdp context active)
 Green solid = No major errors found

Figure 11 - Connectivity Section

To toggle between the connectivity section and quiescent/normal state press button A. Single-path systems will only show LED 1. Dual-path systems will show both LEDs 1 & 2. LAN data transmission is covered by the ETH LED.









LED 1	LED 2
 Red flashing = No signal / SIM not ready or LAN not connected	 Red flashing = No signal / SIM not ready or LAN not connected
 Amber flashing = Registering / Signal is unacceptable / LAN connected but cannot transmit data	 Amber flashing = Registering / Signal is unacceptable / LAN connected but cannot transmit data
 Green flashing = Signal is acceptable (3/10) but could be improved	 Green flashing = Signal is acceptable (3/10) but could be improved
 Green solid = Signal 4/10 (or above) or LAN connected	 Green solid = Signal 4/10 (or above) or LAN connected

Figure 12 - Simulate Path Fails (testing the system)

It is possible to simulate a path fail for the primary and secondary path. Once in the connectivity section, press and hold B to fail the primary path and/or C to fail the secondary path. The path will stay in fail for 15 mins unless you tap B or C again.










LED 1	LED 2
 Red flashing = Interface in fail mode	 Red flashing = Interface in fail mode
 Green flashing = Interface tx/rx data	 Green flashing = Interface tx/rx data
 Green solid = Interface out of fail mode	 Green solid = Interface out of fail mode

Figure 13 - Additional LEDs

There are 3 additional LEDs shown as BUS, PNL and ETH.

LED 1	LED 2	LED 3
BUS	RS422 connection to additional accessories (i.e remote radio module)	 Green/Amber flashing = Data is being transferred
PNL	Serial connection to panel	 Green/Amber flashing = Data is being transferred
ETH	LAN connection to customer's router	 Green/Amber flashing = Data is being transferred

RADIO TROUBLESHOOTING

How can I fail my signalling paths without having to disconnect them?

To fail each path enter the connectivity menu (see simulate path fail section - Figure 12 above). Press and hold B to fail the primary path or C to fail the secondary path. The path will stay in fail for 15 mins unless you tap B or C again to restore the applicable path.

How can I check the signal strength of each radio module?

You can check the signal strength of each radio module on a commissioned device via the My Base App. Alternatively, when in the quiescent/normal state, you can press button A to toggle to the connectivity menu. Once there, LED 1 (first path) & LED 2 (second path) will show you the signal strength. We recommend a solid green LED (40% or 4/10).

Does my unit have a roaming SIM?

Yes, all DualCom Pro 2 devices come with at least 2 Roaming 4G SIMs

My signal strength is less than 30% (3/10) or my LED is orange/red. What can I do to improve it?

For all radio variants:

- Avoid coiling the aerial cable
- Move the aerial away from electrical equipment/wiring
- Move the aerial to a higher point in the property or closer to a window/door