

CSL

DualCom[®]

SIGNALLING CHANGES

DualCom GPRS G3 Priority Polling™

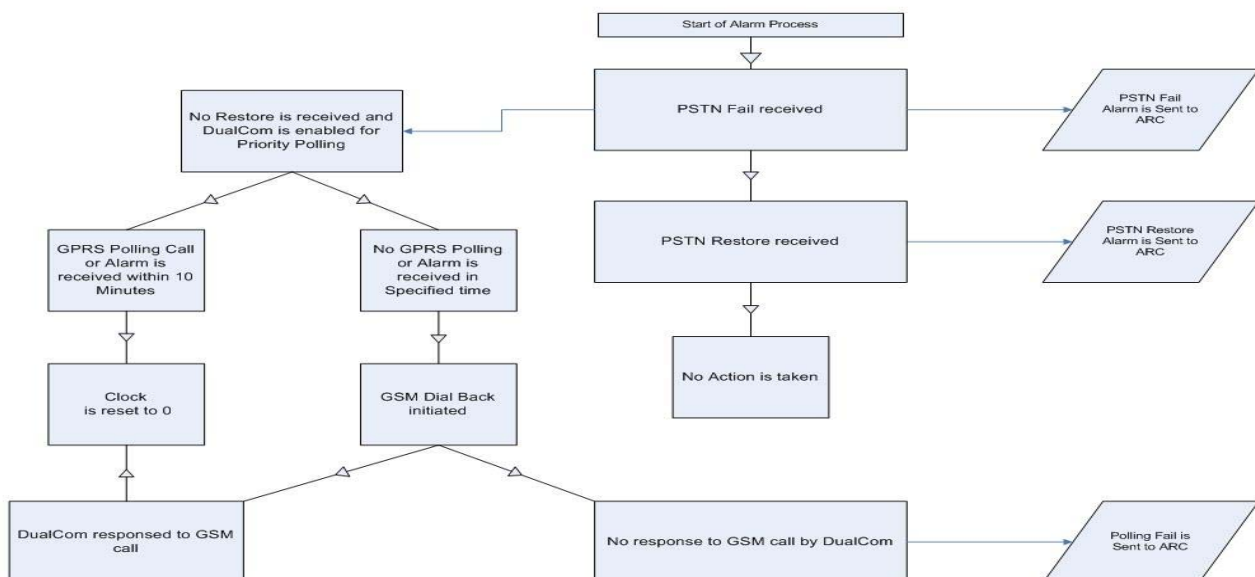
CSL DualCom has been at the forefront of Secure Signalling for 11 years and was the first to develop and market an integrated dual signalling product. Dual path products are now the accepted standard in the Insurance Industry and the minimum requirement for medium to high risk environments. CSL DualCom has developed a series of improvements to our existing range.

DualCom GPRS G3 has GPRS as its primary path and PSTN as its secondary path. The product also has GSM as an alternative path to GPRS in the unlikely event of GPRS not being available. To the best of our knowledge the DualCom GPRS product is the only product with 3 diverse paths for sending alarm signals.

The telephone path is constantly monitored by the DualCom and if the path is lost a PSTN failure is sent by the DualCom to the ARC. This path is the second path and traditionally it is the path that is most commonly attacked as the source of the path is outside the protected area, in some rural areas the telephone lines may be overhead.

The loss of the second path should act as an early warning system and may well be the trigger for priority polling on the primary path. The polling parameters have changed for Dualcom GPRS G3 in the event of a loss of telephone line. If a DualCom GPRS G3 does not receive a polling call within 10 minutes of a PSTN Fail our polling servers will call the DualCom unit via the GSM path and if this is not successful a polling fail will be sent to the ARC. On average the ARC will receive the polling fail 15 minutes after the radio path has been lost. This time frame allows for adequate calls to and from the DualCom unit to fail which is indicative of a problem on the premises and not with the product or the network.

HOW IT WORKS



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