PRODUCT SUPPORT

CSL Connected

Updated March 17, 2025



Our Critical Connectivity combined with your chosen alarm panel and the added option of an end-user App.

In partnership with the industry's leading Panel Manufacturers, CSL Connected provides connectivity directly to the ARC via our Gemini Global Platform, offering installers professionally monitored single or dual-path signalling. The App allows users to set and unset their alarm system, view and control cameras, receive real-time alerts and much more from the palm of their hand.

The Installer simply places a single order with the ARC and will receive the manufacturer's communication device (Radio/LAN/Wi-Fi or a combination) with CSL Connectivity enabled. Our WorldSIM is included with the Radio variants and an ARC Connection Only option is available for existing installations or where the communication hardware is already built into the panel. Once installed, the system will offer faster UDL sessions and on-the-go access for end-users.

Latest information
https://csl-group.cloud/support/csl-connected/

FAQs

What panels currently support CSL Connected devices?

The following panels can provide ARC connectivity using CSL Connected.

RISCO, Orisec, Pyronix, Honeywell, and Eaton (SecureConnect Enabled).

For the full panel compatibility list, click here (https://csl-group.cloud/partners-guide/csl-connected-range/)

What signalling paths are currently supported by CSL Connected?

ARC Connectivity can be achieved on 3 different signalling paths – or a combination of these – using CSL Connected. Please refer to the panel guides for detailed compatibility.

- Radio (single-path)
- LAN (single-path)
- Wi-Fi (single-path)
- Radio + Radio (dual-path)
- LAN + Radio (dual-path)
- Wi-Fi + Radio (dual-path)

Will I need to open any ports for the LAN/WiFi variant?

In some circumstances yes. The network on a site may have strict network policies in place that may require the Network Administrator for the site to ensure the required port numbers are not blocked. If you suspect this may be the case, you can reach out to our Technical Support Team on 01895 474 444 (Opt 6) or support@csl-group.cloud for details.

Can I use an existing LAN or WIFI module with a supported panel?

Yes! If you already have a LAN or WIFI module for your panel (supported panels only), then it is entirely possibly to purchase the airtime only. You will be able to purchase "ARC Connection Only" through your ARC, and upon purchase you will be provided with an account number that you can enter in your panel, enabling communication through to your chosen ARC.

What about if I have a pre-existing GSM module, will this work?

Unfortunately, not. Airtime only orders are not available for the GSM variant. ARC Connection is achieved using the CSL Gemini Global Network. For a GSM module to gain access to the Gemini network, it will require correct configuration and a CSL World SIM. As such, a GSM module that is not provided by CSL will not have the required configuration to connect to the Gemini Network.

Should I enter the whole six digits of my account number?

Yes, always make sure you are entering six-digit account numbers during installation. If you have an account number with less than 6 digits, then make sure to add the relevant number of zeros at the beginning to make up the six digits. (e.g. account number 1234 would need to be entered as 001234).

Can CSL provide remote support for the CSL Connected product?

Limited remote support is available. Due to the nature of the product, CSL is not able to remotely access CSL Connected products. As such, the support we can provide is limited to guidance only. We will not be able to make any changes for you or send test signals etc. However, we can check the SIM status for the GSM variant and confirm if any alarms are passing through the Gemini Network.

What should I do if my CSL Connected GPRS is not working?

The GSM path will be almost entirely dependent on the cellular signal strength in the area & positioning of the aerial. If adequate signal strength is achieved, but you are still experiencing issues. Please contact the CSL Technical Support Team at +44 1895 474 444 (Opt 6) or support@csl-group.cloud for assistance.

Can my CSL Connected device be transferred to a different monitoring station?

CSL. You will need to provide them with all the details they require for the CSL Product. Please be advised that an engineer will need to be on-site to perform the transfer by entering the new ARC details into the panel.

Important Note: Please do not attend site until the ARC has confirmed the transfer is ready to proceed.

Partner Guides

Eaton

(https://csl-group.cloud/partners-guide/csl-connected-eaton/)

Honeywell

(https://csl-group.cloud/partners-guide/csl-connected-honeywell/)

Orisec

(https://csl-group.cloud/partners-guide/csl-connected-orisec/)

Pyronix

(https://csl-group.cloud/partners-guide/csl-connected-pyronix/)

RISCO

(https://csl-group.cloud/partners-guide/csl-connected-risco/)

Partner Variants

(https://csl-group.cloud/partners-guide/csl-connected-range/)