



DualCom™ SERIES



FEATURES

- ▶ Provide dual path monitoring center communication for any burglary, commercial fire or residential fire panel
- ▶ DualCom Series enable basic remote panel control via Virtual Keypad™ app
- ▶ Provides end user alerts of arming/disarming, alarm and other events
- ▶ Add Z-Wave® control of lights, locks and thermostats with DualComWZ

- ▶ Fully supervised universal alarm communication over LTE, Wi-Fi or network
- ▶ AT&T or Verizon networks
- ▶ Program your own account number to easily work around locked panels
- ▶ External SMA antenna
- ▶ Use Contact ID dialer capture, four input zones or bell monitoring
- ▶ Wiring for Ademco ECP Bus
- ▶ Communicates with DMP SCS-IR and SCS-VR Receivers
- ▶ Armed/disarmed status LED
- ▶ Private labeling available on the light pipe insert
- ▶ Two output terminals with multiple output options
- ▶ Program Honeywell® VISTA® panels through DualCom using Compass®
- ▶ Program DSC® PowerSeries™ panels through DualCom using DLS



WORKS WITH MOST PANELS

If the existing panel supports Contact ID, it's a candidate for upgrading with DualComWZ, DualComW, DualComNF or DualComN. There are no issues with lockout codes. Simply add the DualCom unit to the existing installation and program in your own account number.

UPGRADING HONEYWELL VISTA PANELS

The DualCom modules can be programmed to easily take over Honeywell VISTA panels. The communicator can connect to a VISTA series ECP bus, which will allow you to program the Honeywell panel remotely using Compass.

UPGRADE DSC POWERSERIES PANELS

You'll be able to connect to the PowerSeries panel through the DualCom Series communicators to remotely manage all user codes and easily check zone status from the Virtual Keypad app.

AVAILABLE BURGLARY COMMUNICATION

The DualComWZ provides control of basic panel security functions and video. It adds the ability to remotely interact with Z-Wave devices, enabling a variety of home automation features including control of lights, door locks, thermostats and more.

FIRE COMMUNICATION

The DualComNF offers network and cellular fire communication on any fire control panel via Contact ID captures or zone inputs. Meets NFPA 72 standard for single communication technology.

FIRE PANEL TAKEOVER

DualComNF provides two tip and ring to easily takeover existing fire panels with two phone lines.

MOBILE SYSTEM CONTROL

With DualCom communicators, you can update your customers' older residential and commercial systems to the latest cellular communication links. With cellular in place, users can remotely access their panels via the Virtual Keypad app. This makes it possible to use their mobile devices not only to control basic arm/disarm functions and receive alerts, but also to control Z-Wave home automation devices.

FOUR ZONES

Each DualCom model provides four zones for connection to burglary control panel outputs. Zone 4 is intended for connection to the control panel bell output.

ENABLE VIDEO ON THE APP

With the DualCom communicators, you can add up to six video cameras. Via the Virtual Keypad app, users can remotely view their premises to cancel or verify an alarm or simply check in on children or senior adults. Users can also capture still or video images.

Virtual Keypad App Version Features

| Feature | Arming Only Version | Full Version | Add-On Services for Full Version |
|---|---------------------|--------------|----------------------------------|
| Arm and Disarm | • | • | |
| Notifications (Alarms, Open/Close, Trouble) | • | • | |
| View History | • | • | |
| View Zone Status | | • | |
| Manage User Codes | | • | |
| Activity Reports | | • | |
| Configure Real-Time Notifications | | • | |
| SMS or Email | | • | |
| Geofencing | | • | |
| Video Doorbell | | | • |
| SecureCom NVR | | | • |
| SecureCom Video | | | • |
| Video Integration | | | • |
| Central Station Video Verification | | | • |

FULLY SUPERVISED COMMUNICATION

DualCom allows alarm messages to be communicated to an SCS-1R or SCS-VR Receiver over network, Verizon or AT&T LTE networks. Sending alarm communication for burglary and fire control panels over network or the LTE network provides higher speeds.

FIELD PANEL UPDATES

The Model 401 USB Flash Module allows you to conveniently field update firmware for the DualCom that would otherwise require the use of a computer and a Model 399 Programming Harness.

DUALCOM PROGRAMMING

DualCom programming over network or cell via Dealer Admin™ or Remote Link™ includes zone information and monitoring center communications.

MULTIPLE CONNECTION OPTIONS

DualCom communicators can be attached to the existing panel in a variety of ways. It can capture Contact ID messages from the dialer or connect the four input zones from outputs on the panel. Or it can sense the output of the bell of an existing alarm and communicate the appropriate message to the monitoring center.

TWO OUTPUTS

Use outputs to connect to an arming zone of an existing panel for control of that panel via the app.

EASY UPGRADE FOR DIALER-ONLY PANELS

Older, dial-up panels have new life with the addition of network or cellular communication. Extend the life of existing customers and add modern panel features at the same time.

ADD VIRTUAL KEYPAD APP

Enable the Virtual Keypad app on your customers' existing panels for a minimal additional cost. Brand DMP's Virtual Keypad app with your organization's logo and contact information to provide a daily reminder of your services.

DualCom Model Features

| Model | Carrier | Hardwire Network | Wi-Fi | LTE | Z-Wave | Housing Color | Honeywell VISTA | DSC PowerSeries | CID Capture | 2 Tip & Ring | 4 Zones | 2 Outputs |
|--------------|---------|------------------|-------|-----|--------|---------------|-----------------|-----------------|-------------|--------------|---------|-----------|
| DualComNF-LV | Verizon | • | | • | | Red | • | • | • | • | • | • |
| DualComNF-LA | AT&T | • | | • | | Red | • | • | • | • | • | • |
| DualComW-LV | Verizon | | • | • | | White | • | • | • | | • | • |
| DualComW-LA | AT&T | | • | • | | White | • | • | • | | • | • |
| DualComWZ-LV | Verizon | | • | • | • | White | • | • | • | | • | • |
| DualComWZ-LA | AT&T | | • | • | • | White | • | • | • | | • | • |
| DualComN-LV | Verizon | • | | • | | White | • | • | • | | • | • |
| DualComN-LA | AT&T | • | | • | | White | • | • | • | | • | • |

REFERENCE SHEET

Ordering Information

| | |
|--------------|--|
| DualComNF-LV | Universal Fire Alarm Communicator with Hardwired Network Primary and LTE Backup (Verizon) |
| DualComNF-LA | Universal Fire Alarm Communicator with Hardwired Network Primary and LTE Backup (AT&T) |
| DualComW-LV | Universal Alarm Communicator with Wi-Fi Primary and LTE Backup (Verizon) |
| DualComW-LA | Universal Alarm Communicator with Wi-Fi Primary and LTE Backup (AT&T) |
| DualComWZ-LV | Universal Alarm Communicator with Wi-Fi Network Primary and LTE Backup with Z-Wave (Verizon) |
| DualComWZ-LA | Universal Alarm Communicator with Wi-Fi Network Primary and LTE Backup with Z-Wave (AT&T) |
| DualComN-LV | Universal Alarm Communicator with Hardwired Network Primary and LTE Backup (Verizon) |
| DualComN-LA | Universal Alarm Communicator with Hardwired Network Primary and LTE Backup (AT&T) |

Accessories

| | |
|------------------|---------------------------------------|
| 381-2 | 18" Coax Extension |
| 381-12 | 1' Coax Extension |
| 381-25 | 25' Coax Extension |
| 383 | Cellular Antenna LTE/CDMA/HSPA+ |
| 386 | Wall Mount Antenna Bracket |
| 387-2 | 2 dB Attack Enclosure Antenna |
| 387-4 | 4' SMA to N Extension Cable |
| 387-8 | 8' SMA to N Extension Cable |
| 387-25 | SMA TO N CABLE, 25FT, LMR195 |
| 387-50 | SMA TO N CABLE, 50FT, LMR195 |
| 388-1 | 3 dB Fiberglass Antenna w/bracket |
| 388-2 | 2 dB Attack Enclosure Antenna |
| 388-3 | 3 dB MEG Antenna |
| 685-R | Surface Mount Conduit Backbox (Red) |
| 685-W | Surface Mount Conduit Backbox (White) |
| DualCom-HSG-W/10 | Replacement Housing |

Specifications

| | | |
|------------------------|--------------------------|-------------------------------|
| Dimensions | 5.5" W × 3.75" H × 1" D | |
| Color | Red | DualComNF |
| | White | DualComW, DualComWZ, DualComN |
| Primary Power | Nominal 12 VDC or 24 VDC | |
| Current Draw at 12 VDC | Standby | 64 mA |
| | Alarm | 109 mA |
| Current Draw at 24 VDC | Standby | 30 mA |
| | Alarm | 82 mA |

Certifications

FCC Part 15: XMR201707BG96

IC: 10224A-201709BG96

Underwriters Laboratories (UL) Listed

DualComNF

ANSI/UL 864 Fire Protective Signaling Systems (CID Capture)

DualComN

UL 1610 Commercial Burglary

For additional information, go to DMP.com/Compliance.

800-641-4282 | DMP.com
 2500 N. Partnership Blvd, Springfield, MO 65803
 Designed, engineered & manufactured in Springfield, MO using U.S. & global components

LIMITED WARRANTY: DMP warrants that the products manufactured by DMP shall be free from defects of manufacture, labeling, and packaging for a period of three (3) years from the invoice date to the original Buyer, provided that representative samples of the defective products are returned to DMP for inspection. To read the full DMP Limited Warranty, go to DMP.com/Warranty or check the DMP Price List or Catalog.