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WHAT IS : GPRS ? (General Packet Radio Service)

Additional hardware is installed with the existing alarm system. It is a packet oriented mobile data service on the 3G GSM network.

GPRS devices are designed so that all alarm communications are primarily transmitted wirelessly from the client's premises to our control room. Other secondary communication paths can also be available such as GSM & PSTN (phone line) in the event of a GPRS device failure or network fault.

A real advantage of these devices are that depending on the network plan selected, the customer's GPRS equipment frequently sends a 'POLL' to the control room. This is notification to us that the primary mode of communication is operational. Typically, poll frequencies are generally every 90 seconds, every hour, or on a daily basis, however there are many options depending on the product. In addition to this, these devices also notify us if any other communications path such as the phone line backup has failed.

Security Systems can also use the GPRS as the only communications path, where a customer does not have a telephone line.

The Direct Wireless 3G/IP network is a fully managed private network which is dedicated solely for alarm monitoring. The Direct Wireless transmitters are manufactured in Australia and come with a 10 year warranty.

The installation of a Direct Wireless Transmitter, negates the necessity of having a phone line at the protected premises as the unit utilises the Direct Wireless network to transmit all alarm activities (open/close or alarms). This eliminates all phone call charges that exist with alarm panels that use a phone line to transmit alarm activity.

The Direct Wireless system is also fixed cost for all polling plans (the Residential 24hr polling plan is a "fair go policy" plan which allows for limited data, however should an alarm panel 'runaway' or was using what would be considered too much data, we would simply advise the client of either the issue or that the plan has to be changed - there would be no additional charges - all other polling plans are unlimited data, so again no additional charges.

The Direct Wireless Network does not use the internet - it is totally private - which virtually negates the chances of being 'hacked' - one of the major banks in fact arranged for private 'Penetration Tests' to be done to the network and no vulnerabilities were found.

The network is also fully audit trailed for every poll and alarm activity.

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