



# redcare secure





## Who we are

Redcare is part of BT plc and has been a leader in the fire and security market for 25 years. We are the largest supplier of alarm signalling services in the UK, securing hundreds of thousands of homes and businesses with our services.



## About Redcare Secure

Redcare Secure is an alarm signalling system that comes in three variants. Depending on the risk level of your home or business premises and your technology preference you can choose between Secure 2 (for Grade 2 risk), Secure 3 (Grade 3 risk) and Secure IP (Grade 4 risk).

Redcare Secure benefits from being a 'dual path' system, which means that two separate routes are used to signal the alarms to your Alarm Receiving Centre (ARC). So, in the event of one path being faulty or unavailable the alarm message will get out over the other path.

With our Secure 2 and Secure 3 service a wireless network link provides the 'primary path', with the back up 'secondary path' being provided by your fixed telephone line.

With our Secure IP service your IP or broadband line provides the 'primary path' with the back up link, the 'secondary path', provided via the wireless network link.

Whichever system you choose you can have the peace of mind that comes from knowing that if intruders enter your property, a signal will quickly be sent to your ARC.



## How Redcare Secure works

Redcare Secure signals with an ARC in two ways.

### **The mobile telephone network**

The wireless path is provided by GPRS which is a digital mobile phone network. In the unlikely event that the fixed line link fails to communicate with the ARC, the wireless path will deliver the signalling to and from your alarm system.

### **The UK fixed telephony network (PSTN), IP connection or broadband line**

The fixed link uses your telephone line, IP connection or broadband line. Alarms signals are quickly sent over the fixed line and we make continuous checks on the fixed link, reporting line failure in a few minutes to your ARC to enable prompt action to restore service.

Redcare Secure doesn't require a dedicated phone line and will work on any telephone line, not just a BT line, and also works with ISDN, broadband lines or an IP connection. You therefore save the cost of installing and renting an additional line. With Secure, you therefore won't have the cost of installing and renting an additional line. Redcare Secure will also not cost you any additional call charges when it is communicating with your ARC. Some systems can cost you £30-£50 to make these calls.

We continuously monitor the status of the signalling paths and quickly report faults or failure of the service to the ARC for prompt action, reducing your risk. The dual path feature ensures that if one path has failed there is another signalling path for your critical alarm signals.

## How you benefit

At the end of the day you have a choice to make. There are other systems on the market.

- 'Bells only' systems. These can annoy your neighbours, may be ignored altogether, and most importantly, won't bring the emergency services out to your property.
- Digital communicators. These are very basic systems that may contact you via a recorded announcement or text message if your alarm is triggered and you have to do the rest yourself. In other cases you may pay an alarm company to receive these messages for you and they may be able to call the emergency services. You may alternatively have a system that is connected to an ARC via a dedicated phone line, which means additional annual line rental costs. Should this line be cut or get damaged it is unlikely to be detected.

### **But consider this**

- By choosing a Redcare Secure solution you will be safeguarding your home or business for the future, as well as the present. Should your risk assessment or future technology needs change, your Secure solution can be adapted to meet your new requirements.
- All Redcare Secure variants meet the highest industry security requirements (ACPO and British/European standards).
- As with all Redcare products, the Secure portfolio is 21st Century Network compliant, meaning your product will continue to work as BT upgrades the UK telephone network.
- Secure's GPRS wireless network link provides outstanding 99.97% availability.
- Your installer will find Secure simple and easy to fit and maintain, meaning less hassle for you.
- Redcare has UK wide regionally based engineering teams able to support your local installer with training and general service support.

To find out more about how Redcare can protect your business, call us free on **0800 800 628\***, email **redcare@bt.com**, or visit us at **www.redcare.bt.com**



## Offices worldwide

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\*Calls to this number are free from BT landlines and BT payphones. However, they are not free to call from mobile phones – the cost will vary between service providers.