



# redcare

# complete





## Who we are

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



## About Redcare Complete

This unique combination of alarm signalling will significantly reduce ongoing costs when replacing separate fire, intruder and CCTV signalling. With Option 2, which includes PSTN and Broadband, along with alarm and CCTV signalling, the management and service overhead of dealing with multiple suppliers and service providers is significantly reduced.



Redcare Complete provides an extremely high level of security service, independently accredited by the LPCB, for maximum security and protection. With the event driven CCTV capability and remote surveillance, the ARC can quickly identify the causes of alarms for prompt and relevant action (Police or Keyholder). Uniquely, we include a broadband router within a high security enclosure and a 25 hour battery standby (in the event of power failure) ensuring the highest reliability, so it's there when you need it.

### **Redcare Complete Option 1:**

This option provides signalling equipment and signalling service for use on your existing IP infrastructure such as broadband / LAN or WAN.

### **Redcare Complete Option 2:**

This option provides everything from Option 1 but also includes an access circuit, comprising of PSTN and Broadband – ideal where there is no suitable IP infrastructure.

## How Redcare Complete works

### **IP connection or broadband line**

Fast connection used to provide the primary signalling path for viewing CCTV, alarm signalling and remote monitoring, access and servicing of the unit.

### **The mobile telephone network**

The secondary signalling path is provided by GPRS which is a digital mobile phone network. In the unlikely event that the broadband line fails to communicate with the ARC, the wireless path will deliver the signalling to and from your alarm system. (N.B. CCTV signalling is not currently supported over GPRS).

We continuously monitor the status of your signalling paths and quickly report faults or failure of the service to your ARC for prompt action, reducing your risk. This, along with rapid alarm transmission, again ensures compliance to the highest intruder and fire security alarm standards.

## Video

Redcare Complete provides CCTV transmission for up to eight channel analogue video with Pan-Tilt-Zoom (PTZ) support. Each channel can be viewed remotely by the ARC or equally by the end-user client via a free, secure web portal service. The Redcare Complete equipment also stores twenty 1 minutes clips (from 30 seconds before an event, to 30 seconds after the event) from any configured camera. Video capture is triggered by the alarm panel with the twenty 1 minute clips stored at one frame per second. The service will also send 3 real-time pictures, one 5 seconds before the event, one of the event itself and one 5 seconds after the event for instant assessment of the alarm.

**The service is ideal for integration with an existing, standalone Digital Video Recorder (DVR) at site. With quick and easy connection to the DVR, via the DVR's analogue video out, the CCTV at site can now be monitored by the ARC and viewed remotely by the client. Combining existing intruder and CCTV in this way provides a powerful and complete security solution.**

## Secure web portal

Provision of a secure web portal allows remote access for video streaming and viewing of stored video and alarm history held within the hardware.

## How you benefit

- You can save money by replacing separate Fire, Intruder and CCTV signalling services and lines (PSTN / ISDN).
- No need to uplift or add equipment at site, Redcare Complete interfaces with existing alarm systems and analogue CCTV/DVR systems.
- Integrated alarm and video monitoring. This uses the existing alarm system to trigger CCTV recording and allow instant remote viewing at the ARC, for prompt event verification and action.
- Provides secure end-user access to existing analogue CCTV at site, giving remote access to your standalone systems.
- Option of including PSTN and broadband as part of the service, so you don't have to worry about provisioning independently or trying to re-use existing services.
- Secure access to your existing analogue CCTV and DVR at site, via an online web portal – giving remote access to your standalone systems for general management and monitoring of site.
- Redcare Complete is LPCB accredited so, independently tried and tested.

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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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Registered office: 81 Newgate Street,  
London EC1A 7AJ  
Registered in England No. 1800000  
**PHME 61425**

Designed by Howell Wong Costello

\*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.